



Provider Interview Results

**Services for Persons
with a
Chemical Addiction**

Provider Profile
Report Card

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Introduction

This Hoosier Assurance Plan Provider Report Card presents information about public chemical addiction services for consumers and their family members. The information presented in this report is intended to help the residents of Indiana choose addiction services that meet their needs.

Organizations Profiled in this Report

The Division of Mental Health and Addictions (DMHA) contracted with 44 organizations to provide services to persons with a Chemical Addiction in 2000. These organizations are called Managed Care Providers (MCP) and each received DMHA funding. Obviously, there are other agencies that provide addiction services, but they do not receive managed care funding through DMHA. The 44 profiles presented in this report are intended to capture the specific ways that each provider delivers services for persons with a chemical addiction.

Consumers Profiled in this Report

This report presents information about services for persons with a Chemical Addiction. According to the Division of Mental Health, a “Chronic Addiction Disorder” means the

- 1) Individual has a substance-related disorder as found in the American Psychiatric Association’s Diagnostic and Statistical Manual,
- 2) Individual experiences significant functional impairment in two of the following areas:
 - a) activities of daily living, b) interpersonal functioning,
 - c) ability to live without recurrent use of chemicals, d) psychological functions;and
- 3) duration of the addiction has been in excess of 12 months. However, individuals who have experienced amnesiac episodes (blackouts), or have experienced convulsions or other serious medical consequences of withdrawal from a chemical substance, or who display significantly dangerous actions as a result of chemical use, do not have to meet the durational requirements.

Preparing the Report Card

This report card displays the information collected during interviews conducted with each Indiana managed care provider of addiction services during the summer of 2000 and updated during telephone conversations in the spring of 2001. Interviews were conducted by a team comprised of primary and secondary consumers, a graduate social work student, and Professors Carol Hostetter and Rebecca Van Voorhis, IU social work faculty members. Assistance in developing the interview questions was provided by leaders of both Key Consumer Group and NAMI. Dr. Rebecca Van Voorhis, Associate Professor at the Indiana University School of

Social Work, provided project leadership and prepared this report. She recognizes the valuable contribution of the following consumers and graduate students in completing this project: Meagan Siersma, Mary Person, Anne Murphy, Mike Maloney, Veronica Macy, Mariann Killgo, Phyllis Hamilton, Debi Hayworth, Betty Dragoo, Stephanie Boys, and Sheila Adsit. Information collected during the interviews has been organized into one full-page summary for

each provider. Each provider had the opportunity to review a draft of their organization's summary and suggest revisions to the summary. Most revisions were incorporated into this final report.

Reading the Report Card

Each provider's profile report has been divided into the following sections:

- Distinguishing Services
- Non-Affiliated Psychiatrist
- Addiction and Serious Mental Illness
- Services for Families of Consumers
- Relationships with Community Groups
- Consumer Feedback
- Treatment Teams

Distinguishing Services

This major section of each provider's profile report is based on information that was provided about their organization's services with particular attention to their responses to questions that asked them to describe "the major programs or services that your organization offers for people with chemical addictions" and "2 or 3 things that you believe make your organization stand out as a provider of services for persons with chemical addictions."

Non-Affiliated Psychiatrist

Although many consumers are treated by the provider's staff psychiatrists, sometimes consumers receive care from a psychiatrist who is not affiliated with the provider. Information in this section was provided in response to interview questions that asked providers whether consumers could be treated by a psychiatrist that is not affiliated with the provider, and if so, whether there are restrictions on the provider's services for a consumer with a private psychiatrist.

Addiction and Serious Mental Illness

Because some consumers with a chemical addiction also have a serious mental illness, it is important to know what services are available for consumers with a dual diagnosis. Information in this section was obtained through an interview question that asked providers to "describe the kinds of services that your organization provides for those with an addiction who also have a serious mental illness."

Services for Families of Consumers

Because chemical addictions often affect not only the primary consumer but also the consumer's family, this section of the profile presents information about education, treatment, and support services offered for families. Some providers reported that involvement of family members is at the discretion of the primary consumer. Information in this section includes information about any group or program offered for family members.

Relationships with Community Groups

Information in this section describes 12-step groups that meet at the provider's facility and other ways that 12-step community groups are involved with consumers during their addiction treatment, such as by arranging sponsors for consumers. This section also reports information about referrals by the provider to community groups that provide support for recovery, as well as the provider's relationship to such community groups.

Consumer Feedback

With the growing awareness in the business world of the importance of consumer satisfaction, it is important that providers of addiction services strive to find out how consumers regard the addiction services that they receive. Information in this section reports what consumer satisfaction survey is used by the provider, how often consumers are surveyed, who reviews the survey results, and offers an example of an organizational change that was made in response to consumer feedback.

Treatment Teams

This section provides information describing how the provider uses treatment teams in delivering services. Interview questions asked for information about the disciplines represented on a treatment team, the role of the team, team leadership, the frequency of treatment team meetings, and use of teams for assertive case management.

Information Pertaining to All Providers

Information was also collected during the interviews about 1)consumer-complaint procedures and 2)transportation services for consumers. Results have not been reported in each provider's profile because few differences were found among providers in these two areas. Instead a description of the information that applies to all providers about 1)consumer complaints and 2)transportation services is reported in a summary for all providers.

Consumer Complaints

All providers described very similar procedures for filing and resolving consumer complaints. Providers reported that consumers usually receive information during the initial appointment that describes how to file a written complaint with the provider as well as giving the consumer the Division of Mental Health's consumer hotline telephone number. Every provider reported that when a complaint is filed, staff responds immediately and seeks to resolve the complaint within 24 to 48 hours. Written records of complaints and their resolution are kept by all providers.

When asked to describe “the last 2 complaints that have been filed and resolved” providers overwhelmingly described billing issues or consumer dissatisfaction with a specific staff member. Billing complaints generally resulted in the contested fee being ‘written off’ by the provider. Complaints about a specific staff member were usually resolved by meetings among the consumer, the staff member, and the staff member’s immediate supervisor to address the consumer’s complaint. Providers reported that some consumer complaints can best be resolved by transferring the consumer to a different staff member and this is done as long as this is appropriate for the consumer’s treatment.

Transportation Services

Transportation services help consumers who do not drive or do not have access to a car or public transportation to be able to receive addiction treatment. Each provider was asked several questions about transportation services for consumers. All providers offer transportation to consumers, usually through a ‘fleet’ of vans. Typically, van transportation was provided for consumers in a specific program, such as partial hospitalization treatment or Intensive Outpatient Program (IOP). All providers also sometimes assist individual consumers with transportation to appointments in the community. Transportation for an individual consumer is usually provided by a case manager using the case manager’s car. Many providers also discussed the importance of helping consumers develop their skill in being able to secure transportation and arrange to get places on their own rather than always depending on the provider’s transportation services.

Disclaimer

All information in each provider’s profile was collected from members of the provider’s staff who usually were staff with administrative responsibilities for programs and services. No information presented about providers was collected from consumers or their families. While consumers from KEY consumer group and family members from NAMI participated in developing the questions used in the provider interviews and were represented on the interview team, none of the information in this report has been validated with data collected from consumers about the quality of the provider’s services. Furthermore, the presence of members of KEY and NAMI in the data collection process for this report does not constitute an endorsement of any provider.

Adult and Child Mental Health Center
8320 Madison Avenue
Indianapolis, IN 46227
317-882-5122
CEO Robert Dunbar

Distinguishing Services

Adult and Child provide 3 levels of substance abuse outpatient treatment. Education about drug use and abuse is offered through a 6-week program. This drug education program is offered in the evening, and consumers attend a group that meets each week for 1.5 hours.

The Intensive Outpatient Program (IOP) provides intensive group treatment for 10 weeks. Consumers participate in a group that meets 3 evenings a week for 3 hours a night and includes one night each week of family treatment. Sometimes the IOP treatment begins with several educational sessions that are part of the drug education program.

After completing the IOP, consumers continue in Aftercare treatment. The Aftercare group meets weekly for 1.5 hours and focuses on helping consumers prevent relapse. Consumers usually participate in 12 weeks of Aftercare treatment.

Adult and Child assist the Office of Families and Children by evaluating some of their clients and making addiction diagnoses and treatment recommendations.

Addictions and Serious Mental Illness

To address the needs of consumers with both a serious mental illness and an addiction, one mental health team includes an addiction specialist. There are also 2 groups that meet twice a week for consumers with SMI and an addiction.

Services for Families of Consumers

Adult and Child encourage families to be involved in the treatment process. During the 6-week substance abuse education program, consumers are required to bring a family member or other close friend to one of the evening sessions. During that group session, family dynamics and addiction are discussed.

In the Intensive Outpatient Program, there is a family night each week throughout the 10-week treatment. Many families participate in these weekly sessions and receive information and guidance about their loved ones' addiction and recovery.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist that is not affiliated with Adult and Child can receive any of the addiction services that Adult and Child offers.

Consumer Feedback

For two weeks each quarter, ACMHC distributes the MHCA client satisfaction survey to all consumers receiving services. Survey responses are reviewed by the Director of Quality Improvement. ACMHC also has a Consumer Advisory Board that meets monthly to address issues of importance to consumers.

Treatment Teams

The addiction staff is organized as a treatment team and has a psychiatrist with an addictions' background. The psychiatrist meets weekly with each team to staff cases and discusses treatment questions.

**Amethyst House
1310 E Atwater Street
Bloomington, IN 47401
812-336-3570
CEO Tom Cox**

Distinguishing Services

Amethyst House provides transitional residential services and outpatient treatment for men and women with chemical addictions. Most clients have been ordered by the court to complete addiction treatment in lieu of incarceration.

Amethyst House is a long-term residential program with a required minimum stay of 90 days and an average length of stay of 130 days. Men and women live in separate transitional houses in Bloomington. Children up to the age of 5 may live at the women's residence. Case managers help men and women find and maintain employment while they live at Amethyst House.

Amethyst House provides an Intensive Outpatient Program (IOP) that uses the 12-step approach. IOP includes therapeutic process groups that meet one night a week. Men and women have separate therapeutic process groups, and these ongoing groups meet for 2 hours a week. The IOP also includes a relapse prevention group that meets 2 hours one night a week. The third component of IOP is a Recovery Dynamics group that meets weekly for 2 hours. The Recovery Dynamics group studies the AA Big Book. The Recovery dynamics group lasts for 26 weeks and is offered at 3 different times during the week which permits consumers to choose a time that is convenient.

Addictions and Serious Mental Illness

If a consumer is dually diagnosed with a serious mental illness and an addiction, depending on the severity and chronicity of the mental illness, he or she might receive services at Amethyst House. Amethyst staff would consult with a psychiatrist on the addiction treatment for a consumer with a serious mental illness.

Services for Families of Consumers

Amethyst staff report that family members do participate occasionally with the consumer in the intake and assessment process. Family and couples counseling are available. Occasionally, family activities are offered on Sundays at Amethyst House.

Non-Affiliated Psychiatrist

If a consumer is under the care of a psychiatrist who is not affiliated with Amethyst House, the consumer may still receive all addiction services at Amethyst House.

Consumer Feedback

When consumers exit the program, they are asked to fill out a satisfaction survey. Satisfaction surveys are mailed to consumers who leave before having completed treatment. Follow-up surveys are mailed to consumers 3 and 6 months after discharge from treatment. The survey results are reviewed by the director and the program committee of the board.

Treatment Teams

The director, clinical coordinator, case managers, and house managers meet weekly to staff cases.

**Aurora Addictions Program
Reid Hospital
1401 Chester Blvd
Richmond IN 47374
765-983-3000
CEO Barry S. MacDowell**

Distinguishing Services

Aurora provides outpatient treatment and detox services to people with chemical addictions. They provide medically supervised inpatient detoxification care.

A 6-week Intensive Outpatient Program (IOP) is offered in both the morning and the evening. The IOP groups meet for 3 hours 3 times a week. After completing the IOP, consumers continue treatment for 6 months in either the relapse prevention group or the aftercare group. The Relapse prevention group meets for 90 minutes twice a week. The Aftercare group meets once a week for 90 minutes.

Aurora also offers a 6-week drug education group. The drug education program has 3 sessions per week for 2 hours a session.

Addictions and Serious Mental Illness

Aurora treats consumers with addiction as their primary diagnosis. If a consumer has a serious mental illness as the primary condition, Aurora would refer the consumer to a mental health provider for treatment. Aurora's addiction treatment approach does include mental health issues, such as depression and anxiety, because many of their consumers have mental health problems that need to be addressed to facilitate their recovery.

Non-Affiliated Psychiatrist

Aurora does not have a staff psychiatrist, so any consumer who is seeing a psychiatrist while receiving Aurora's chemical addictions services is being treated by a psychiatrist who is not affiliated with Aurora. In such cases, it is important that the consumer consents to allow the providers to discuss care.

Services for Families of Consumers

A weekly family night is held for families of clients on the detoxification unit. Families and consumers are encouraged to attend this 2-hour group for 6 weeks after the consumer's detoxification treatment is completed.

The Intensive Outpatient Program encourages families of consumers to attend the weekly IOP family night. Part of the time, families and consumers meet together in a group. The other part of the family night provides time for families to meet in a group without the consumers. The family group provides addiction education, therapy, and support. Family counseling is also available for individual families, and Aurora staff refers family members to AlAnon meetings in the community.

Consumer Feedback

After completing the detox or IOP program, consumers are asked to fill out a satisfaction survey. The director of nursing and the vice president review the survey results.

Treatment Teams

The team consists of the medical director, nurse, clinical therapist, chaplain, occupational therapist, psychologist, and a staff member from dietary, tech services, and social services. The team meets daily to discuss treatment of consumers in the detoxification program and meets two to three times a week to staff outpatient cases.

BehaviorCorp
697 Pro-Med Lane
Carmel, IN 46032-5323
317-587-0500
CEO Larry Burch

Distinguishing Services

BehaviorCorp contracts with Fairbanks Hospital to provide a 6-10 day residential program for patients who do not require hospitalization but need a structured program 24 hours a day. Consumers needing inpatient detox are referred to Harbor Lights or Community North Hospital for detox.

Outpatient addictions counseling for individuals, families, and groups is offered at all BehaviorCorp locations.

Case management services are offered to consumers to aid them in obtaining entitlements, such as Social Security, or community resources to assist in their recovery.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with BehaviorCorp can receive all addiction services. Behavior Corp staff coordinate treatment with the outside psychiatrist.

Addictions and Serious Mental Illness

BehaviorCorp offers an intensive outpatient treatment group at their Carmel office for consumers with both a serious mental illness and an addiction. The group meets 4 days a week for 90 minutes.

Services for Families of Consumers

BehaviorCorp reports that families are often present during the consumer's intake and when possible is asked to provide information, especially when the client's information is questionable. Families are offered information to help them understand the disease and its treatment. Families are encouraged to provide support for treatment. Family therapy is offered to individual families, because relationship issues, especially enabling and co-addiction, are paramount for successful recovery.

Consumer Feedback

Each continuing client receives a quarterly survey, and about 20 percent of the consumers completed and returned the survey last year. BehaviorCorp is planning to add a survey to be completed after the consumer finishes treatment. Data from the surveys are reviewed by the Associate Director for Clinical Programs, the Executive Committee, and the Quality Improvement Committee. They look for themes in the survey data and modified several policies last year due to consumer feedback, including prohibiting animals in staff offices, restricting use of food from outside sources, and revising procedures for staff to enter deaf consumers' apartments.

Treatment Teams

Staff specializing in addictions meets monthly to plan addictions programs and discuss service delivery issues. Addictions staff also participate in the clinical staff meetings at each BehaviorCorp location. Clinical staff meetings focus on treatment planning and reviewing treatment progress of all clients. Clinical staffing includes all staff involved in providing services and is led by the psychiatrist.

**The Bowen Center
850 North Harrison Street
Warsaw, IN 46581
219-267-7169
CEO Kurt Carlson**

Distinguishing Services

Bowen provides 3 levels of substance abuse outpatient treatment in their facilities in Allen, Huntington, Kosciusko, Marshall, Wabash, and Whitley counties. Inpatient Detox treatment is provided at Bowen's inpatient mental health unit in Warsaw. For addicts who need inpatient treatment, Bowen arranges for them to be treated at Richmond State Hospital.

The Intensive Outpatient Program (IOP) offers day and evening education and treatment groups that includes aftercare treatment. Bowen reports that 95% of the IOP clients are ordered by the court to complete addiction education and treatment. To complete the full IOP treatment takes 24 weeks. Initially consumers participate in a group that meets 3 times a week for 8 weeks and includes one night of substance abuse education, one night of 12 step treatment, and one night of relapse prevention. Next they complete 8 weeks of group treatment and relapse prevention that occurs twice a week. Consumers complete the last 8 weeks of IOP treatment by attending the weekly aftercare and relapse prevention group.

The Relapse Prevention program offers weekly group treatment in which the consumer is involved for 10 to 20 weeks depending on individual need.

Bowen provides weekly addictions treatment for inmates in the jails in Kosciusko and Whitley Counties. Bowen developed the PRISM workbook to use with these criminal justice clients.

Bowen recently began offering a chemical dependency program for women in their Warsaw office. This program treats women with substance abuse problems and those who have been in a relationship with a substance abuser.

An adolescent probation group meets twice a week in Kosciusko and Marshall counties. Counselors assist probationers, who have been substance users, with anger management, communication, and problem solving.

Addictions and Serious Mental Illness

After a two-week period of abstinence, an addiction specialist treats individual clients who have both a serious mental illness and an addiction. Clients receive education about both issues and the interaction of an addiction with SMI as well as the need for medication compliance. Last year, Bowen's Plymouth office added a dual diagnosis group that meets twice a week for two hours.

Services for Families of Consumers

Bowen reported that family members occasionally participate in the consumer's intake for addiction treatment. Bowen welcomes the participation of families, girl friends, or others who are significantly involved with the consumer.

Bowen offers a family education group that meets monthly.

Non-Affiliated Psychiatrist

Bowen permits clients under the care of a psychiatrist who is not affiliated with Bowen to receive any of the addictions' services that they offer. They report that they have many clients under the care of an outside psychiatrist.

Consumer Feedback

Each client that is currently receiving services receives the "Client Writes" survey once a quarter. Survey results are reviewed by managers, staff committees, and the board. Low scores are addressed by a task group. Last year, in response to feedback, staff began conducting monthly community education programs on topics, such as mental health diagnoses, emergency detention, and suicide.

Treatment Teams

Multidisciplinary teams include 2 chemical dependency therapists in each county. The treatment plan is developed by the chemical dependency therapist. Teams meet every week or two to manage the consumer's care. In addition to team meetings, the psychiatrist leads weekly staffing for discussion of cases.

**Center for Behavioral Health
645 South Rogers
Bloomington, IN 47403
812-339-1691
CEO Dr. Dennis Morrison**

Distinguishing Services

The Center for Behavioral Health offers a continuum of services for consumers with addictions. CBH uses both a harm reduction approach and an abstinence approach. Addiction treatment also addresses co-existing issues, such as depression and anxiety.

CBH provides inpatient and outpatient chemical detoxification. A partial hospitalization program provides treatment 9 hours a day Monday through Friday and 6 hours on Saturday. Consumers who work can arrange their partial program and maintain their employment. The program also is flexible for students and persons with childcare or healthcare responsibilities. For those who need housing during the partial hospitalization program, CBH offers transitional housing at Recovery House.

An Intensive Outpatient Program (IOP) is offered during both the day and evening. Both IOP groups meet 3 times a week and consumers usually complete at least 6 weeks of IOP. There is also a women's IOP group for those who want a gender specific group. Those who have completed the IOP attend a weekly Aftercare group for 8 weeks. CBH also offers Living Sober, a 24-week relapse prevention program.

CBH also offers services for moderate drug users. Consumers with a heavy abuse or mild dependence on drugs or alcohol attend the Brief Intensive Group twice a week for 6 weeks. A Substance Abuse Education Class meets 2 hours a week for 4 weeks and is usually attended by those referred by the court due to a drug-related offense.

CBH offers an IOP, Brief Intensive Group, and an education class for adolescents with chemical dependency or substance abuse problems. Separate IOP groups are offered for male and female adolescents. Both IOP groups meet twice a week for 1.5 hours and also have additional family sessions. The adolescent Brief Intensive Group meets one hour a week and the drug education class meets for 1.5 hours a week for 6 weeks.

Non-Affiliated Psychiatrist

Consumers of the chemical addiction program at CBH may be treated by a psychiatrist who is not affiliated with CBH and still receive all CBH addiction services.

Addiction and Serious Mental Illness

CBH offers a group within the partial hospitalization program for consumers with both a serious mental illness and an addiction. This group meets 6 days a week for an hour a day.

Services for Families

In the initial assessment, consumers are asked about family members or significant others whom they would like to have included in services. In the IOP program, families may participate once a week if the consumer wants to include them. Education is an important aspect of the service to families. A group for parents with substance abusing teens is also available.

Relationships with Community Groups

No 12 Step groups meet at CBH. However, CBH reports that they have a cooperative relationship with community groups of AA, NA, MA, AlAnon, and a community-run group for recovering adolescents.

Consumer Feedback

Once a quarter, CBH mails out a consumer satisfaction survey to each consumer that began treatment on the date selected for administering the survey. Last year about 10 percent of those receiving the survey completed and returned it. Survey responses are reviewed by the CBH Director of Research and the program managers who show the survey results to their staff.

Treatment Teams

CBH staff meet weekly as a multidisciplinary team, consisting of a psychiatrist, licensed clinical social workers, mental health counselors, and marriage & family therapists, certified addiction counselors, and case managers.

**The Center for Mental Health
1100 Broadway
Anderson, IN 46015
765-649-8161
CEO Richard DeHaven**

Distinguishing Services

The Center for Mental Health offers outpatient services to evaluate and treat adults with substance abuse and addiction problems. CMH contracts with St. John Hospital to provide inpatient care for consumers needing detox treatment.

CMH offers an Intensive Outpatient Program (IOP) during both the day and evening. Both IOP groups meet for 3 hours 3 times a week. After 8 weeks of IOP treatment, consumers continue treatment in an Aftercare group that meets weekly for an hour and a half. Aftercare treatment lasts for 12 weeks.

CMH also offers Relapse Prevention treatment, and groups are available during both the day and evening. Relapse prevention groups meet twice a week for 2 hours. Consumers complete 10 weeks of relapse prevention treatment.

Addiction and Serious Mental Illness

Consumers with both a serious mental illness and an addiction participate in an intensive outpatient program that offers recovery and relapse groups for those with a dual diagnosis. CMH also has a group home, called Pathway House, for consumers with both diagnoses who are unable to live independently in the community.

Services for Families

Families are asked to participate twice a week in the Intensive Outpatient Program. CMH provides a support group for family members of consumers with both an addiction and a serious mental illness. Staff also evaluates the needs of individual families and links them with resources in the community.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with CMH may receive all addiction services that CMH offers.

Relationships with Community Groups

CMH reports that they actively work with the 12-step community by making frequent referrals to AA and other 12-step programs.

Consumer Feedback

Once each quarter, each consumer receives the “Client Writes” survey and CMH reports a 45% rate of return. The survey results are reviewed by managers and the CMH Quality Council. They are also posted for consumers to read. Consumer feedback last year led CMH to improve the confidentiality of medications that are dispensed.

Treatment Teams

The chemical addictions program has a weekly team meeting that is attended by 5 masters’-level clinicians, a case manager and a psychiatrist. In addition to staffing cases, the team shares responsibilities for facilitating IOP, aftercare, and relapse prevention groups.

Community Addiction Services, Inc. (CASI)
1040 East New York Street
Indianapolis, IN 46202
317-633-8240
CEO Vince Failla

Distinguishing Services

CASI offers outpatient services to treat adults and adolescents with substance abuse and addiction problems. Clients receive 6 or more hours of services per week. CASI's primary location is Indianapolis, and they have offices in Noblesville and Anderson.

CASI offers drug education for both adults and adolescents and provides a conflict resolution group for adolescents. CASI offers individual and family counseling as well as outpatient groups for men, women, and adolescents. They also provide a relapse process group and a Sober Living group to support people to regain or maintain sobriety.

CASI has a contract with IPS' Tech High School to provide drug education and services through their teen clinic.

CASI partners with Goodwill Industries to provide drug education for those with drug and alcohol problems that are learning employment skills at Goodwill.

Addictions and Serious Mental Illness

CASI only provides treatment for addictions. Therefore, consumers with both a serious mental illness and an addiction are treated at CASI only if the serious mental illness is controlled by medication. Consumers requiring treatment for both an addiction and a serious mental illness are referred to mental health providers, such as Midtown and Gallahue.

Services for Families of Consumers

CASI reports that families are occasionally involved during a client's intake, but that usually clients don't have very supportive families. CASI offers a weekly family support group for those families who are actively involved with the consumers. CASI staff provides information on several educational topics at these weekly family sessions. Families are also encouraged to be actively involved with AlAnon.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with CASI can receive any of CASI's addiction services as long as the consumer is medically stable and the consumer's psychiatrist consults with CASI staff.

Consumer Feedback

None Reported.

Treatment Teams

The CASI clinical director facilitates monthly staffing that involve the consulting psychiatrist, psychologist, home-based counselors, and so forth in discussing cases.

**Community Mental Health Center
285 Bielby Road
Lawrenceburg IN 47025
812-537-1302
CEO Joseph Stephens**

Distinguishing Services

CMHC primarily provides outpatient addiction treatment, but does have ?? beds for consumers needing inpatient detox treatment services.

CMHC provides 3 levels of outpatient treatment for consumers with substance abuse problems or chemical addiction.

Choices provide education about drug use and abuse as well as an introduction to AA and 12-step self-help recovery. Choices is offered one Saturday each month for 6 hours. This level one drug education program is also offered in the evening and consumers choosing the evening 'entry group' attend a 2-hour weekly group for 3 weeks. Most consumers in this drug education program have been court ordered due to a DUI or other drug or alcohol offense.

The step 1 program provides drug education and treatment during a weekly group that is provided both during the day and evening. Step 1 is a 12-week treatment program that addresses disease, dependency, and denial as well as engages the consumers in understanding the impact of dependency and addiction on their families. Treatment provides the consumers with better skills for making decisions and solving problems.

The Intensive Outpatient Program (IOP) provides 20 weeks of treatment. The IOP meets weekly and is offered in both the daytime and evening. In addition to the weekly IOP group, consumers are required to attend two 12-step meetings each week. During four of the first 12 weeks of IOP treatment, families of consumers are involved with the consumer in educational and therapeutic activities. During the last 6 weeks of IOP treatment, consumers receive relapse prevention treatment.

Addictions and Serious Mental Illness

Weekly substance abuse meetings are led by an addiction specialist for those with a serious mental illness and an addiction. The goal of this psychoeducational group is to build positive peer support and engage clients in positive activities.

Services for Families of Consumers

Families almost always participate during an intake for the inpatient unit. Family involvement in ongoing treatment is dependent on the consumer's consent. During the first 12 weeks of the Intensive Outpatient Program, families are involved in 4 treatment sessions with consumers. During those sessions, families receive education about addiction, family roles, AlAnon, and ways to support recovery.

Relationships with Community Groups

An AA group meets weekly at CMHC.

Non-Affiliated Psychiatrist

Consumers can be followed by a psychiatrist that is not affiliated with CMHC while they receive CMHC addiction services.

Consumer Feedback

CMHC has a Citizens' Advisory Council that is made up mostly of consumers and provides input on CMHC policies and programs. The Citizens' Advisory Council has also advocated in the community for services, such as public transportation, and they seek to decrease community stigma through public education. At discharge from the inpatient unit, each person completes CMHC's satisfaction survey. On the first day of each month, clients receiving outpatient services are given a CMHC satisfaction survey. Survey responses are analyzed by the Director of Performance Measures and reviewed by the "Improving Organizational Performance" group and the Leadership group in each of the 3 divisions. Last year, consumer feedback led to an increase in the number of smoke breaks allowed for consumers on the inpatient unit.

Treatment Teams

CMHC has 2 outpatient treatment teams that include addiction therapists and others involved with specific outpatient clients. Both the South and the North outpatient teams meet with the psychiatrist weekly to staff cases.

<p>Comprehensive Mental Health Services 240 North Tillotson Avenue Muncie, IN 47304 765-288-1928 CEO Dr. Suzanne Gresham</p> <p>Distinguishing Services CMHS' chemical addiction program provides outpatient services. Consumers needing detoxification services or residential addiction treatment are treated by subcontractors in the region.</p> <p>CMHC offers a 6-week Intensive Outpatient Program (IOP) in both the morning and evening. Participants in IOP attend treatment sessions three times a week for three hours per session. After completing IOP treatment, consumers continue receiving treatment through weekly aftercare/relapse prevention groups that are available both in the morning and evening. Aftercare groups include separate men and women's groups as well as a coed group. Childcare is provided when needed.</p> <p>CMHS also offers a 6 week substance abuse educational program for consumers, who are usually referred by the courts for driving while intoxicated. Participants attend a two-hour educational session once a week. Periodically CMHS also provides an 8 hour weekend substance abuse educational program.</p> <p>Other specialized programs include groups for adolescents and groups for both incarcerated offenders and those in a work release program in Henry County.</p> <p>Addiction and Serious Mental Illness CMHS offers an outpatient treatment group for consumers with both a serious mental illness and an addiction. The group meets twice a week and is co-led by an addictions counselor and a mental health staff member from the Community Support Program.</p>	<p>Services for Families Family members participate in the Intensive Outpatient Program and typically receive 30 hours of service. Treatment includes separate sessions for family members as well as joint sessions with the primary consumer.</p> <p>Relationships with Community Groups An AlAnon group meets weekly at CMHS. CMHS also reports that they refer consumers to AA, AlAnon, and other 12-step groups in the community.</p> <p>Non-Affiliated Psychiatrist Consumers under the care of a psychiatrist that is not affiliated with CMHS can receive services as long as the psychiatrist works with CMHS staff to coordinate services.</p> <p>Consumer Feedback Twice a year CMHS conducts a satisfaction survey with all consumers. In addition, consumers in the Intensive Outpatient Program complete a survey during the final IOP session. Survey data are reviewed by the Performance Improvement Director and executive staff to identify changes that would improve service.</p> <p>Treatment Teams The treatment teams for chemical addiction services include psychiatrists, licensed clinical social workers, masters and bachelor's level counselors, and addiction technicians. Addiction teams include staff persons in recovery. Teams meet at least once a week to staff cases. Individual team members perform the initial assessment, plan treatment, and provide services.</p>

Cummins Mental Health Center
6655 East U. S. 36
Avon, IN 46123
317-272-3330
CEO Ann Borders

Distinguishing Services

Cummins believes that their use of empirically validated models of addiction treatment makes them stand out from many agencies that provide care for people with addictions. Thus, Cummins wants clients with an addiction to be involved in treatment for at least a 3 months because the NIDA research shows that treatment needs to be long term to effect change. Cummins reports that many consumers are involuntary and shop for brief, low cost treatment that will satisfy the court's order. Cummins reports that they will not compromise quality to attract business.

Cummins offers an Intensive Outpatient Program (IOP) 3 days per week at 5 locations. The IOP addresses primary addiction and family issues as well as relapse prevention. Gender specific IOP groups are available at the Cummins' office in Avon. Following completion of the IOP, consumers may continue to participate in the weekly relapse prevention group for up to a year, at no charge.

Cummins has an IMPACT partnership with Marion County Office of Family and Children to provide addictions treatment for those moving from welfare to work. Cummins also offers an addictions program for women at the Hendricks County Jail.

Cummins offers several addictions programs for adolescents, including a weekly education program, an Intensive Outpatient Program for youth with both an addiction and a serious emotional problem, and an addictions prevention component in the teen girls treatment program at the Cummins office in Avon.

Non-Affiliated Psychiatrist

Consumers can be under the care of a psychiatrist who is not affiliated with Cummins and still receive all addictions services offered by Cummins.

Addiction and Serious Mental Illness

Given the prevalence of addictions among consumers with mental illness diagnoses, all consumers are assessed and reassessed for risk behavior and use of substances. Addictions therapists are represented on treatment teams to ensure quality of care through group and individual treatment, relapse prevention services, and linkages with community resources.

Services for Families

Families are encouraged to participate in treatment to enhance the natural supports and resources for individuals served. The Intensive Outpatient Program includes 6 sessions for families. Cummins provides childcare so that families can participate in these IOP sessions.

Relationships with Community Groups

Several 12-step groups, including AA, NA, and NarAnon, meet at Cummins' office in Avon. Consumers are sometimes referred to the parenting groups offered by the Mental Health Association.

Consumer Feedback

Two times per year, each consumer is given the opportunity to respond to the "Client Writes" survey and Cummins reports a 40 percent rate of return. Additionally, an annual community needs assessment survey is sent to consumers, family members, and community stakeholders. The results of both surveys are reviewed by all staff and represent the basis for local and organization-wide planning and performance improvement initiatives. A recent change that occurred due to feedback from a focus group was a revised billing form.

Treatment Teams

Cummins' staff collaborate and communicate across disciplines, such as nursing, psychiatry, psychology, and social work, to provide services that meet consumer needs. Each consumer has a primary staff person assigned to provide services with the support of other team members who are familiar with the consumer. Teams are traditionally structured with psychiatrists providing team leadership and clinical supervision.

**Dunn Mental Health Center
809 Dillon Drive
Richmond, IN 47374
765-983-8000
CEO Richard Edwards**

Distinguishing Services

Dunn provides substance abuse education, an intensive outpatient program, and aftercare treatment for adults with chemical addictions. Substance abuse treatment is also offered for adolescents.

Dunn provides Substance Abuse Fundamentals Education (SAFE), an alcohol and drug education program, that is offered to first-time offenders referred by the court system. SAFE is available at all Dunn locations.

An Intensive Outpatient Program (IOP) is offered at Dunn's offices in Richmond and Winchester. The morning IOP meets three days a week for eight weeks. The evening IOP meets twice a week for 12 weeks. Following completion of the IOP, consumers receive treatment in the Aftercare group for eight more weekly sessions.

In addition to addiction services for adults, Dunn provides intensive substance abuse treatment for adolescents, ages 12-18, during the summer at the Richmond office. The adolescent group meets three hours during three afternoons each week.

Addictions and Serious Mental Illness

Dunn's Community Support Program offers two support and recovery groups for consumers who have both a serious mental illness and an addiction. These groups meet weekly for 1-2 hours and are led by a CSP staff person who also has addictions' treatment skills. In addition, the SMI consumer may participate in educational or intensive outpatient addictions' programs when needed.

Services for Families of Consumers

Dunn reported that family members almost never participate with the consumer in the intake and assessment process. Family members are encouraged to be involved in the outpatient treatment programs to help provide support for the consumer. Thus, the Intensive Outpatient Program offers families the opportunity to participate twice a week in education and structured treatment exercises. Families can also participate in a monthly educational session. Parents of adolescents who are receiving treatment meet once a week, in either the morning or the evening, for education and support.

Non-Affiliated Psychiatrist

Consumers could be under the care of a psychiatrist who is not affiliated with Dunn and still receive all services offered by Dunn except psychiatric care because that would be a duplication of service.

Consumer Feedback

Every six months, a satisfaction survey is distributed to nearly all consumers and about half complete and return the survey. Survey results are reviewed by the Chief of Employee and Community Services and have led to some changes in the past year, including expanded hours of operation.

Treatment Teams

The treatment team is made up of all staff members of the addictions treatment program, and meets weekly with the staff psychiatrist.

Edgewater Systems for Balanced Living
1100 West Sixth Avenue
Gary, IN 46402
219-885-4264
CEO Danita Johnson-Hughes

Distinguishing Services

Edgewater offers a Methadone maintenance program that provides treatment 6 days a week. It is a 3-stage program that uses the 'harm reduction' model. Edgewater has community outreach workers that go out and look for IV drug users to encourage them to participate in the Methadone program.

Edgewater has an Intensive Outpatient Program (IOP) that meets for 2 hours 3 days per week. Consumers can choose between day and evening IOP groups.

Outpatient groups provide 10 – 12 weeks of treatment for consumers in early, middle, and late stage recovery.

Edgewater provides inpatient detox through a contract with Tri-City Community Mental Health Center and Methodist Hospital of Gary.

Edgewater offers a prevention program for 10 – 14 year-olds that meets after school.

Addictions and Serious Mental Illness

For persons who have both a serious mental illness and an addiction, treatment is provided by a mental health therapist in the partial hospitalization program. These therapists have experience with both chemical addictions and SMI and understand the need for medication for SMI. Edgewater also treats adolescents with both an addiction and a serious emotional problem. These adolescents are treated by Edgewater's Brief Evaluation and Treatment Unit and their Family & Youth department.

Services for Families of Consumers

Edgewater staff sees addiction as a disease that affects the entire family. Education about addiction is provided to the family as a whole, and family treatment is mandatory because the outcome is better when the family is involved. Involving the family in treatment builds their awareness of the addict's behaviors and the family's enabling behaviors. Family treatment focuses on implementing 'tough love' and changing the family's enabling behaviors.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with Edgewater can receive services after an intake assessment is completed.

Consumer Feedback

The "Client Writes" satisfaction survey is distributed twice a year to all consumers who receive services during the week that is designated for survey distribution. Last year about 10 percent of the consumers completed the survey. The survey data are reviewed by the Associate Vice-President of Clinical Services and presented to the CEO and Program Directors. Changes in the past year due to consumer feedback included adding the Brief Evaluation and Treatment unit that provides services more quickly for new clients

Treatment Teams

The treatment team consists of the staff psychiatrist, program director, therapist, staff nurse and case manager. The treatment team reviews client progress and makes the necessary changes in treatment plan based on the client's needs.

**Family Service Association
615 North Alabama
Indianapolis, IN 46204
317-634-6341
President Edie Olson**

Distinguishing Services

Family Service offers outpatient services to treat adults with substance abuse and addiction problems. Most clients have been referred for treatment by probation due to substance related offenses. Family Service believes that their array of counseling and services for families benefits consumers receiving addiction treatment because many also need help with parenting or family problems.

Following assessment, clients begin treatment as appropriate in either the weekly outpatient group or the Intensive Outpatient Program (IOP). The IOP group meets three evenings a week for 8 weeks. Clients in the weekly outpatient group complete 10 weeks of treatment in the evenings. At the end of either the weekly outpatient group or the IOP treatment, clients continue receiving treatment one evening a week in the Aftercare group.

Addictions and Serious Mental Illness

Within the Chemical Dependency Program, Family Service only provides treatment for addictions. However, they have added staff with mental health and addictions expertise so that clients with both an addiction and a serious mental illness can be accurately diagnosed and referred for mental health treatment.

Services for Families of Consumers

Family Service reports that families are invited but almost never participate in a client's intake because most clients don't have family contact any longer. Family Service offers a monthly program for families of consumers who are receiving addiction treatment. At these monthly meetings, families learn what is changing for the addict during treatment and learn the roles that family members play in addiction and recovery.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with Family Service can receive treatment, although addiction treatment would not be provided to anyone with an existing mental illness. However, Family Service staff have found that mental illness is sometimes masked by a consumer's addiction and so addiction treatment may be underway before indications of mental illness are apparent. When this occurs, Family Service seeks to get a consumer with symptoms of mental illness connected with a psychiatrist so that appropriate diagnosis and mental health treatment can begin. Family Service continues to provide addictions treatment, if appropriate.

Consumer Feedback

Once a month, all consumers receive a satisfaction survey to complete and return. They also receive the survey when they graduate and are strongly encouraged to complete and return it. Survey results are reviewed by the program manager, the vice-president of operations, the quality improvement team and the Family Service Board of Directors.

Treatment Teams

The Family Service staff members who provide IOP addiction services meet after each evening group session to review the group process and plan for the next group session.

**Four County Counseling Center
1015 Michigan Avenue
Logansport, IN 46947
219-722-5151
CEO Larry Ulrich**

Distinguishing Services

Four County Counseling offers a Level II Education group that meets 2 hours a week for 6 weeks for voluntary and involuntary consumers who are making poor choices.

The Intensive Outpatient Program (IOP) has groups that meet for 2 hours 3 times per week for 10 weeks. The IOP groups focus on drug education and healthy coping skills.

After completing the IOP, consumers continue in the Aftercare program for 4 weeks. The Aftercare group meets weekly and fosters connections to groups outside Four County Counseling Center.

The Chronic Relapse Prevention Program provides 10 weeks of treatment for chronic users using the Gorski model of chronic relapse prevention.

Four County Counseling offers a Women's group that meets weekly for 10 weeks and focuses on addictions and gender issues, such as codependency.

Four County Counseling offers its Level III IOP and Level II Education groups in Spanish and English to meet the needs of Latino consumers with addictions.

An Employee Assistance Program offers a 10 week educational program that focuses on addictions in the workplace.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with Four County can receive all addiction services.

Addictions and Serious Mental Illness

Four County offers an outpatient treatment group for consumers with both a serious mental illness and an addiction. The group meets once a week for two hours and lasts 10 weeks. The group provides education on chemical addictions and healthy coping skills. It also connects with the services for SMI that the consumer is receiving.

Relationships with Community Groups

AA and NA meet at Four County Counseling Center. Families are referred to Al-Anon, but the closest group meets in Kokomo.

Services for Families of Consumers

Four County Counseling reports that families are sometimes present and involved during the consumer's intake appointment. Families are given support and offered treatment or education on an individual basis.

Four County Counseling offers a support group for families of clients that have both an addiction and a serious mental illness.

Consumer Feedback

Clients receive a satisfaction survey to complete once a quarter. The Performance Quality Improvement director and the department managers review the survey data and share it with staff. Changes are made when feasible to address items with low scores.

Treatment Teams

Currently staff are traditionally structured with the psychiatrist leading meetings to staff cases. Four County plans to create multidisciplinary teams with one case manager providing continuous service to each consumer throughout the continuum of care.

Gallahue Mental Health Center
6950 Hillsdale Court
Indianapolis, IN 46250
317-621-7600
CEO Dr. Eric Crouse

Distinguishing Services

Gallahue provides the full array of services for consumers who have an addiction. Inpatient detox is provided at Community Hospital of Indianapolis. An ambulatory detox program was added in 1999 and moved into a facility that is close to Community Hospital. Through grant funding, treatment and assisted living for homeless addicts are available at Safe Haven.

Gallahue provides a partial hospitalization program at Crestview in Anderson and in Indianapolis at the same building that houses the Ambulatory Detox program. The PH program includes intensive treatment for those with both an addiction and a mental illness.

Gallahue offers 3 types of Intensive Outpatient programs. 1)A traditional IOP serves those with an addiction who are motivated to achieve sobriety. 2)A psychoeducational model is used to build understanding among clients who are not motivated. 3)An IOP is offered for those with both an addiction and a serious mental illness.

Gallahue offers many outpatient groups at 7 locations, including a 'First Step' group, which helps consumers move beyond denial of their addiction, and relapse prevention groups. Addictions groups are also offered for women, men, people who are gay and lesbian, and people with PTSD or DID.

Gallahue partners with other organizations to provide treatment and educational services to those with an addiction, including Community Centers of Indianapolis and a Welfare to Work provider.

Non-Affiliated Psychiatrist

Consumers may be under the care of a psychiatrist that is not affiliated with Gallahue and still receive all addiction services that Gallahue offers.

Addiction and Serious Mental Illness

During the past several years, Gallahue integrated services for those who have both a serious mental illness and an addiction. Consumers with a dual diagnosis can now readily use the Clubhouse and addictions services because the buildings are adjacent to each other and staff coordinates mental health and addictions services so the client does not have to transfer between programs. Integrated services are also offered for adolescents with mental health and substance use problems. Gallahue believes their integrated services for consumers with both an addiction and SMI makes them stand out from many providers that emphasize the SMI treatment for consumers with a dual diagnosis.

Services for Families

The Intensive Outpatient Program has family nights that include components to educate families about addictions. A representative of Alcoholics Anonymous also makes a presentation to families. Family therapy is also available for individual families.

Because case managers primarily provide community-based services, they have contact with family members when meeting in the consumer's home.

Relationships with Community Groups

Members of the AA and NA community provide group orientation to 12-Step programs weekly at Gallahue.

Consumer Feedback

Once each quarter during a designated week, each consumer who receives services is given a satisfaction survey. Survey results are reviewed by the CEO and distributed to team leaders for discussion with their staff.

Treatment Teams

An individual consumer could receive services from several members of the treatment team, which includes a physician or clinical nurse specialist, master's level therapist, and case managers. Teams meet twice a week to staff cases, and these staffing are led by the psychiatrist.

Grant Blackford Mental Health Center
505 Wabash Avenue
Marion, IN 46952
765-662-3971
CEO Paul Kuczora

Distinguishing Services

Grant Blackford MHC primarily provides outpatient addiction treatment, but does have 3 day detox treatment for consumers needing inpatient detox treatment services. They also offer a day treatment program that provides 6 hours of daily group treatment. Consumers with an addiction typically receive day treatment for 2 weeks following detox.

Grant Blackford MHC also offers an Intensive Outpatient Program, which provides two and a half-hours of treatment three times a week. Consumers usually attend the IOP for 8 weeks. After completing the IOP treatment, consumers continue receiving treatment through the relapse prevention program. The Relapse Prevention group also meets for two and a half-hours, three times a week, for 8 weeks.

Grant Blackford also serves adolescents with substance use problems through an 8-week treatment program. The adolescent group meets 3 times a week for two and a half-hours per session. Family counseling is also available for adolescents and their families.

Addiction and Serious Mental Illness

Grant Blackford has a group home for consumers with both a serious mental illness and an addiction who cannot live independently. Three treatment groups are conducted at this group home that address both addiction and mental health needs of these consumers. The Community Support Program also offers a group for persons with an addiction and SMI that is led by an addiction staff person. This group meets for an hour and a half twice a week, on an ongoing basis. Consumers in this group live in group homes and community apartments.

Services for Families

The adult Intensive Outpatient Program includes a family night once a week. Families of adolescents who are receiving addiction treatment participate in family counseling sessions.

Relationships with Community Groups

Grant Blackford reports that they often refer consumers and family members to AA, AlAnon, and other support groups, and they maintain an active relationship with several 12-step groups in the community. Grant Blackford also provides community drug education through a question and answer forum in the local newspaper.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist that is not affiliated with Grant Blackford cannot receive mental health or substance abuse services from the Community Support Program because of the difficulty in coordinating treatment with an outside psychiatrist.

Consumer Feedback

One week each quarter, a random sample of consumers is given the "Client Writes" satisfaction survey to complete. After the responses are compiled, they are reviewed by Quality Assurance, department heads, the Chief Operating Officer, and the CEO.

Treatment Teams

The addiction team consists of master's level social workers and counselors, a bachelor's social worker, nurses, a case manager and a psychiatrist. Staff meet weekly for to staff cases and plan treatment for consumers with an addiction.

**Hamilton Center
620 Eighth Avenue
Terre Haute IN 47804
812-231-8323
CEO Galen Goode**

Distinguishing Services

Hamilton Center offers a continuum of services for consumers with addictions. They provide inpatient chemical detoxification, and several outpatient addiction programs.

An 8 week Intensive Outpatient Program is offered during both the day and evening. Both IOP groups meet for 3 hours 3 times a week. Hamilton Center also offers a 12-week relapse prevention program. The Gorski model is used for the relapse prevention group that meets for 2 hours each week.

Hamilton Center also offers services for moderate drug users. An alcohol and drug education group meets 2 hours once a week for 8 weeks. A corrective thinking group is available for people who have a history of drug and alcohol offenses. This 8-week group meets for 2 hours once a week.

Hamilton Center hosts a peer group meeting twice a week. Peer groups meet for 90 minutes in both the afternoon and evening. Peer group meetings are usually led by a group member, and a Hamilton Center staff member leads the meeting once a month.

Addiction and Serious Mental Illness

No specialized services are offered for consumers with both a serious mental illness and an addiction. Treatment focuses on whichever diagnosis is more prominent, and services are available at all Hamilton Center locations.

Services for Families

The Hamilton Center Intensive Outpatient Program has a 2 hour family meeting once a week. Consumers are required to bring a family member or support person to 4 of the 8 sessions. The focus of the family group is on support, education, and therapy.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with the Hamilton Center may receive all addiction services that Hamilton Center offers.

Relationships with Community Groups

Hamilton Center reports that they refer consumers and family members to 12 step programs. Hamilton Center staff also make presentations to community groups.

Consumer Feedback

After discharge from the inpatient unit, the client receives a satisfaction survey in the mail. Outpatient clients and consumers in group homes are also given a satisfaction survey to complete at least once a year. Data from the consumer surveys is reviewed by the CQI manager, the Quality Leadership Forum, and the Board's Professional Affairs, Services, Evaluation, and Planning Committees.

Treatment Teams

The addiction team, consisting of a psychiatrist, psychologist, and addiction counselors, meets regularly to staff cases. Consultation with other professionals is also available.

**Howard Community Hospital
Behavioral Health Services
3500 South LaFountain
Kokomo, IN 46904-9011
765-453-8529
CEO James Alender**

Distinguishing Services

Howard Community Behavioral Health Services provides a continuum of services for consumers with addictions, including inpatient medical detoxification. Following 1-5 days of detox, consumers participate in a partial hospitalization program that provides addiction treatment 5 hours a day Monday through Friday. The partial hospitalization program treats consumers with acute alcohol and drug treatment needs that do not require inpatient care.

A 5 week Intensive Outpatient Program for consumers with a chemical addiction is offered both during the day and in the evening. IOP groups meet for 3 hours 3 times a week in both Clinton and Howard counties. Several specific topics are addressed in the IOP groups, such as grief, domestic violence, surviving sexual abuse, and relapse prevention.

A 5 week adolescent partial hospitalization program is offered at Howard Community Hospital. Treatment is provided from 3:30 p.m. to 7:30 p.m. Monday through Friday.

Addiction and Serious Mental Illness

A substance abuse group for consumers with serious mental illness meets weekly in both Kokomo and Frankfort.

Services for Families

Both the adult and adolescent Intensive Outpatient Programs have a family night once a week. The family night for the adolescent IOP focuses on education and parenting skills, and the family night for adults with addictions addresses family roles and the impact of addiction on the family.

Relationships with Community Groups

Howard Community Behavioral Health Services reports that they have a good relationship with the AA and NA community.

Non-Affiliated Psychiatrist

Consumers can receive inpatient and partial hospitalization care at Howard Community Behavioral Health Services if they are under the care of a psychiatrist who is not affiliated with Howard. However, it is not typical for consumers to be under the care of an outside psychiatrist, because the continuity of care is better when the consumer's psychiatrist is affiliated with Howard.

Consumer Feedback

Four times a year during a designated week, each consumer who receives services is given the "Client Writes" satisfaction survey to complete. Survey responses are compiled and reviewed by all staff. Due to client feedback about an initial delay in being seen for services, more staff are now conducting intake appointments so that consumers can be seen soon after requesting services.

Treatment Teams

The inpatient unit has a psychiatrist, nurse, master's level therapist, occupational therapist, and teacher on the treatment team. The outpatient team is traditionally structured with a psychiatrist providing team leadership for weekly meetings to staff cases with the addiction therapist and case manager.

LifeSpring
207 West 13th Street
Jeffersonville, IN 47130
812-283-4491
CEO Dr. Terry Stawar

Distinguishing Services

LifeSpring offers a continuum of services for consumers with addictions. They provide inpatient medical detoxification. Following 3-5 days of detox, consumers participate in a partial hospitalization program that provides daily treatment Monday through Friday. Some of the Partial Hospitalization groups are attended by the consumers in the Intensive Outpatient Program. Those who have completed the IOP attend a weekly Aftercare group for 2 hours a week.

For consumers who need housing while they are receiving addiction treatment, LifeSpring offers supervised group living units in New Albany and Floyd. Men and women live in separate units for 6 – 9 months.

Life Spring also offers an alcohol and drug education program. This program meets weekly for 2 hours, and consumers complete the program in 8 weeks.

Addiction and Serious Mental Illness

LifeSpring has two supervised group homes in Floyd County for those consumers with both a serious mental illness and an addiction who cannot live independently. A partial hospitalization program in Jeffersonville provides 2 hours of group treatment 3 days a week for consumers with both diagnoses.

Services for Families

LifeSpring sponsors “Family and Friends Night” once a week, which provides education and support for families of consumers receiving addiction treatment. Consumers in the partial hospitalization program and IOP must bring a family member to this Thursday evening meeting.

Relationships with Community Groups

No 12-step groups meet at LifeSpring. However, LifeSpring reports that they have a good relationship with the AA community and often refer to 12-step programs or other self-help groups. LifeSpring also reports that their staff speak in the community through their speaker’s bureau, and they are involved in the county youth coalition.

Non-Affiliated Psychiatrist

LifeSpring doesn’t want consumers to be seen by two psychiatrists, but if a consumer already has a psychiatrist whom they like who is not affiliated with LifeSpring, then LifeSpring will work with them to coordinate services.

Consumer Feedback

One week each quarter, each consumer who receives services is given the “Client Writes” satisfaction survey to complete. Data are reviewed by the Performance Improvement department and the Performance Improvement Council. The Council uses the survey data to recommend actions that the Executive Management team should take.

Treatment Team

The treatment team at LifeSpring is made up of a psychiatrist, a nurse, therapists, technicians, a case manager, and support staff. The team meets weekly.

<p style="text-align: center;">Life Treatment Center 1402 South Michigan St South Bend, IN 46613 219-233-5433 CEO Christine Nowak</p> <p>Distinguishing Services</p> <p>Life Treatment Center offers a continuum of services for consumers with addictions. Most of their clients have long histories of drug and alcohol use, but Life Treatment Center offers them hope that change is always possible. They provide residential social detoxification that offers clients a safe, supportive environment in which to withdraw from chemical use. Clients served in detoxification do not require medical management or inpatient hospitalization.</p> <p>Life Treatment Center also provides supervised residential services at both their treatment facility and 2 halfway houses. There are separate halfway houses for men and women as well as 3 apartment units for men who can manage their recovery without live-in staff supervision. Each consumer who is receiving residential services is assigned to a case manager for assistance finding work.</p> <p>Addiction treatment is primarily provided through an Intensive Outpatient Program that meets 3 times a week for 6 weeks. IOP groups are available both during the morning and in the evening. They also offer a variety of topical groups to address areas, such as self-esteem or gambling. After completing the 6 week IOP, consumers continue treatment by participating in a 26 week Aftercare program. The Aftercare group meets weekly for 75 minutes.</p> <p>Addictions and Serious Mental Illness</p> <p>Life Treatment Center does not provide treatment for those with both an addiction and a serious mental illness. Consumers are referred to Madison Center for mental health treatment.</p>	<p>Services for Families of Consumers</p> <p>Life Treatment Center reports that families sometimes bring the consumer for treatment but rarely stay for the consumer’s evaluation and intake. The program coordinator offers drug education and services to families when there are family members available.</p> <p>Relationships with Community Groups</p> <p>Life Treatment Center reports that consumers are always referred to 12-step groups in the community. There are also 2 South Bend churches that transport clients to Christian-based self-help groups once a week.</p> <p>Non-Affiliated Psychiatrist</p> <p>Consumers who are under the care of a psychiatrist who is not affiliated with Life Treatment Center can receive any addiction service as long as the consumer’s mental illness is controlled by medication.</p> <p>Consumer Feedback</p> <p>Consumers are given an “evaluation of services” survey to complete when they finish each treatment component. A month after the consumer completes addiction treatment, Life Treatment Center gathers feedback on services from each consumer by telephone. Data from these surveys are compiled and reviewed by both the administrative team and the Center’s Board of Directors. In response to consumer feedback, they added the special interest focus groups and changed hours of treatment to better meet the needs of those who are working.</p> <p>Treatment Teams</p> <p>The Director of Treatment Services, Manager of Treatment Services, and Primary Treatment Coordinators meet weekly to staff all clients who are receiving treatment. Life Treatment Center’s intake staff and case managers, as well as staff from outside agencies may also attend.</p>
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Madison Center and Hospital
403 E. Madison St
South Bend, IN 46624
219-234-0061
CEO Jack Roberts

Distinguishing Services

Madison provides the full array of addictions' treatment, including inpatient care for consumers in need of stabilization and detoxification. Inpatient detoxification is medically supervised by an addictionologist. Partial hospitalization provides intensive treatment 5 days a week for those who do not require inpatient care for their addictions. Consumers receive 8 hours per day of group and individual treatment in the partial hospital program.

An Intensive Outpatient Program, called *Quiet Care*, provides 8 weeks of group treatment 3 times a week for 3 hours per session. After completing the IOP, consumers continue receiving treatment in an Aftercare group that meets weekly. Consumers usually remain in the Aftercare group for 12 – 24 months so they can firmly establish their recovery in the community.

Madison offers an 8 week relapse program for those who have previously been in a treatment program for an addiction. Consumers attend this program once a week for 2 hours.

Madison offers an Education Awareness program for consumers who abuse substances but have not been diagnosed with an addiction.

Addictions and Serious Mental Illness

Consumers with a chronic addiction and a serious mental illness may attend the New Passages' day treatment program, which provides 8 weeks of treatment 5 days per week for 8 hours a day. Aftercare treatment is also provided for New Passages graduates for one year following completion of the day treatment program. A residential program operated through a partnership with the South Bend Center for the Homeless provides housing for some consumers in the New Passages' treatment program. Madison Center's addiction staff, mental health staff, and the Center for the Homeless staff consult each week to staff cases and coordinate services for all consumers.

Services for Families of Consumers

The Intensive Outpatient Program offers a family night that occurs each week during the 8 weeks that the consumer is involved in IOP treatment. During family nights, Madison staff provide education about the disease model and other family aspects of addictions, such as co-dependency.

Individual families of consumers on the inpatient unit often receive family counseling. Consumers participating in the New Passages treatment program at the Center for the Homeless rarely have any remaining contact with family members.

Relationships with Community Groups

AA and NA groups meet daily at Madison and are open to the community.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist who is not affiliated with the Madison Center may receive any services that are offered.

Consumer Feedback

At discharge from the hospital, every consumer is offered a satisfaction survey. During a two week period each quarter, the "Client Writes" survey is offered to all consumers receiving outpatient services. The Associate Director and all program directors review the survey data. Consumer feedback led Madison to enhance the telephone system so an incoming inquiry rolls over to an available admissions representative rather than have the consumer leave a message and wait for a return call.

Treatment Teams

Coordinated Care meetings are held weekly to review cases, and all staff, except the psychiatrist, involved with the consumer participate in the discussion. A therapist leads the meeting and other therapists and case managers regularly participate in these meetings, along with others, who are involved with the cases being discussed.

Midtown Community Mental Health Center
1001 West Tenth Street
Indianapolis, IN 46202
317-630-8800
CEO Dennis R. Jones

Distinguishing Services

Midtown offers an array of outpatient addiction services, including outpatient Detox treatment that provides medical management for withdrawal symptoms without inpatient hospitalization. For patients needing inpatient treatment, Midtown has a contract with Salvation Army to provide residential detox treatment or admission to Wishard Hospital may be arranged.

The Narcotics Treatment Program provides rehabilitative care and uses Methadone and Orlaam to treat more than 300 patients who have an opiate addiction.

Midtown provides an Intensive Outpatient Program and several weekly outpatient groups for specific populations, such as a women's group, groups for men, and a group for those with a chronic illness. All outpatient treatment is based on the belief that addiction is a chronic disease and requires continuing treatment. Thus, an individual consumer is encouraged to be involved in continuous outpatient treatment for a year and then continue in periodic outpatient treatment to help maintain recovery.

Midtown provides an array of services for pregnant women and mothers with young children to help these mothers move into recovery. A stabilization unit is being opened which will house and treat pregnant women and mothers during an intensive 3 week treatment program. Following detox and stabilization, these women will continue outpatient treatment and receive case management services through Project Home. Project Home also provides transitional housing for some mothers and their children while the mothers are receiving outpatient treatment, securing jobs, and becoming stabilized.

Midtown consumers may participate in clinical trials for new medications through the Addiction Research Center, which is part of the National Institute on Drug Abuse Clinical Trials network.

Addictions and Serious Mental Illness

Midtown has integrated addictions staff into their continuous treatment teams for people with mental illness so that consumers who need treatment in both areas will have one integrated treatment plan and not be shifted between 2 different treatment areas. An Intensive Outpatient Program is offered for persons with this dual diagnosis and Midtown has a group home for dually diagnosed consumers. Both of Midtown's Clubhouses offer AA meetings twice a week.

Services for Families of Consumers

Midtown reports that families are sometimes present with the consumer during the intake appointment. Consumers are encouraged to include their families in treatment, and Midtown provides support and couple or family counseling for families when the consumer wants her or his family involved. A family night program is being developed to involve family members in a weekly group while the consumer receives outpatient treatment. Midtown also offers family-focused activities periodically, such as outings for the women and children involved in Project Home.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with Midtown can receive Midtown's addiction services. Midtown staff make every effort to coordinate care and ensure continuity of treatment.

Consumer Feedback

Consumers receiving outpatient services, are given a satisfaction survey once a quarter. Data from these surveys are compiled and reviewed by the Consumer Advisory Panel.

Treatment Teams

Addictions clinical staff meet together according to program area, such as Project Home or the Narcotics Treatment Program to coordinate the care of each consumer.

**New Directions
360 North 775 East
Lafayette, IN 47905
765-589-3318**

President/CEO Judy Kuehn

Distinguishing Services

New Directions provides an array of both residential and outpatient services for consumers who have chemical addictions. Long-term community housing is provided for male addicts at their facility outside Lafayette. While in residence for an average of 2 months, the men work on site 8 hours per day, attend adult education classes twice a week, and participate in an Intensive Outpatient Program 3 times a week. After completing 8 weeks of IOP, the men continue treatment by participating in the RAP group for an additional 8 weeks. This group uses a rational approach to help these men better understand their rebellious and defiant behaviors and the consequences of their actions.

New Directions also provides outpatient addiction services at their offices in Lafayette and Crawfordsville. They offer 3 levels of outpatient treatment at both of these offices. The Lafayette office offers all programs in English and Spanish. Education about drug use, risk, and choices is offered through a 2, 4, or 10 week program. Classes meet for 2-3.5 hours 1-3 times per week and are offered in the morning, afternoon, and evening. The Intensive Outpatient Program provides group treatment for 8 weeks. The IOP group meets for 2-3 hours 3 times a week. After completing the IOP, consumers participate in a weekly relapse prevention and/or continuing care group that meets for 1-2 hours.

New Directions also offers a 10 week treatment group for women that meets at the Lafayette office 2 times a week for 2.5 hours.

Addictions and Serious Mental Illness

New Directions only treats addictions and will treat clients with an addiction and a serious mental illness, if the client is already receiving psychiatric care for their mental illness. Clients who were receiving psychiatric care prior to admission must continue seeing the outside psychiatrist during their residence at New Directions.

Services for Families of Consumers

New Directions reports that a family member is often present when a man is admitted to their community housing facility. Involving families after men are admitted is difficult because few families live nearby due to New Directions housing men from the northern half of Indiana.

Outpatients must have a family member present during their treatment so the family member can learn about AlAnon and how to support the consumer's recovery. New Directions does not offer any group for families, but does offer family counseling.

Relationships with Community Groups

Both AA and NA groups meet once a week at the New Directions' community housing facility. New Directions reports that they have a positive relationship with a local AA Club that helps coordinate the on-site AA and NA meetings. Residents at New Directions are also encouraged to participate in community 12-step groups to build a support system for their recovery.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist that is not affiliated with New Directions must continue treatment with the outside psychiatrist to receive addiction services. New Directions will transport men to appointments with their outside psychiatrists.

Consumer Feedback

New Directions gives all clients a satisfaction survey to complete when they are discharged from treatment. They also distribute satisfaction surveys to a random sample of former clients once a quarter for the first year after they completed treatment. Survey results are reviewed by the director who discusses the results with her staff and the board. Actions are taken to respond to client concerns, such as reducing the length of the women's group by a half hour to assist women in getting to a 12-step meeting.

Treatment Teams

New Directions' counselors and house staff at the community housing facility meet weekly to staff individual clients.

**Northeastern Center
220 S. Main St
Kendallville, IN 46755
219-347-2453
CEO Jerry Hollister**

Distinguishing Services

Northeastern Center has contracted with Noble County Community Hospital to provide inpatient care on the Samara Unit. Day treatment provides intensive addictions treatment for 7 hours per day at the NEC location in Kendallville.

ISAS, an Intensive Outpatient Program, is available at the NEC location in Kendallville. Phase I of the IOP groups meet 3 hours per day, 3 times a week for 3 months. IOP groups are held both during the day and in the evening. Childcare and transportation is available for consumers in the IOP groups. NEC offers an IOP in Spanish.

Following completion of the 3 months of Phase I IOP treatment, NEC provides a week of addiction therapy for the consumers and their families.

Following completion of the week of family treatment, consumers begin Phase II of the IOP. Phase II IOP offers 4 treatment tracks that meet weekly for 14 weeks. The 4 tracks include 1)Heroin/Cocaine/Methamphetamine, 2)Advanced relapse prevention, 3)Co-dependency, and 4)Anger.

Aftercare treatment is available for consumers who have completed IOP treatment, and outpatient addiction counseling is also offered at NEC offices in Angola, Auburn, Kendallville, and LaGrange.

An adolescent IOP is provided in conjunction with school systems in DeKalb, LaGrange, and Steuben counties.

NEC clients who need Methadone treatment are treated at the Fort Wayne Center for Behavioral Health. Persons needing inpatient detox or other residential services are referred to Washington House in Fort Wayne.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist that is not affiliated with Northeastern Center can receive any addiction service that Northeastern offers as long as the consumer has an annual evaluation by a Northeastern Center psychiatrist to ensure that appropriate medical oversight of care is maintained.

Addictions and Serious Mental Illness

One case manager on each Community Support team works primarily with consumers who have both a serious mental illness and an addiction. Persons with both diagnoses may also participate in a pre-engagement group that meets weekly and provides education about substance abuse and mental illness. A support group for those who are stable also meets 1-2 times per month.

Services for Families of Consumers

At the end of the first phase of Intensive Outpatient treatment, there is a family week that involves the family in treatment with the client.

Consumer Feedback

Each year, consumer feedback is solicited from consumers in ISAS. Questions for the satisfaction survey are developed by consumers, families and staff. The survey is distributed by mail or in person to consumers receiving services. Survey results are posted at the clubhouse and published in program-based newsletters. Last year consumer feedback led to the addition of evening and Saturday hours at several outpatient locations.

Treatment Teams

Inpatient treatment is provided by a multidisciplinary team that meets twice a week.

<p style="text-align: center;">Oaklawn 2600 Oakland Avenue Elkhart, IN 46517 219-533-1234 CEO Harold C. Loewen</p> <p>Distinguishing Services</p> <p>Oaklawn offers the full continuum of addictions treatment. They provide inpatient detox treatment and occasionally an outpatient consumer receives detox.</p> <p>An Intensive Outpatient Program for men is offered 3 evenings a week at 2 locations. An IOP for women provides group treatment 3 evenings per week and the group is called Positive Options for Women Entering Recovery. Oaklawn offers childcare for consumers in the IOP groups.</p> <p>Following completion of an IOP, consumers continue treatment by attending a relapse group to develop a relapse prevention plan.</p> <p>Oaklawn has a close working relationship with the Faith Mission in Elkhart and provides case management services to help those with addictions secure treatment and community resources.</p> <p>Oaklawn provides addictions assessments for all offenders assigned to the Elkhart County work release center. Treatment is provided through an IOP at the work release center for those with an addiction. An aftercare program for offenders on home detention provides weekly treatment.</p> <p>The Adolescent Substance Abuse Program provides group treatment 3 evenings a week in the Goshen office. Youth usually participate in an ASAP group for 3-4 weeks and then continue treatment once a week by participating in a follow-up group for six months.</p> <p>Non-Affiliated Psychiatrist</p> <p>Consumers under the care of a psychiatrist that is not affiliated with Oaklawn can receive any of Oaklawn's addictions' services.</p> <p>Relationships with Community Groups</p> <p>An AA group meets at Oaklawn and speakers from community AA and NA groups are brought in to help consumers obtain sponsors and build permanent ties to AA.</p>	<p>Addictions and Serious Mental Illness</p> <p>Oaklawn offers a partial hospitalization program that provides treatment for consumers with co-existing SMI and an addiction. The partial hospitalization program provides 6 hours of daily treatment Monday through Friday and seeks to help the consumer achieve stabilization and be able to maintain recovery as an outpatient. Three outpatient groups provide concurrent treatment for both conditions and meet weekly for those who are (1) actively using, (2) abstinent, or (3) employed. Case management services also address both diagnoses, and services are provided on-site at an Elkhart mission that provides emergency housing</p> <p>Services for Families of Consumers</p> <p>Oaklawn staff always try to engage families in treatment because that increases the consumer's chance of recovery. However, often ties to families have been broken, so there are many consumers who have few family connections.</p> <p>A counselor leads a weekly family night group that includes the consumers and their families. Addiction education is provided for the first hour. For the last 2 hours, families participate in a process group where issues of importance to the family members are discussed.</p> <p>Consumer Feedback</p> <p>Oaklawn gathers feedback from consumers by using a client satisfaction survey. In response to consumer feedback that the survey was too long, Oaklawn shortened it to focus on the most important areas, and consumer response rate increased greatly. One week each quarter, consumers who receive services are given the satisfaction survey to complete. Oaklawn also has its own self-addressed follow-up form, "How are we doing?" that is used to solicit feedback from consumers. Surveys are directed to the Customer Services staff person and then reviewed by the management committee. Team leaders bring concerns to the attention of staff so that services can be strengthened.</p> <p>Treatment Teams</p> <p>The addiction team meets weekly to staff cases.</p>
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**Park Center
909 East State Boulevard
Fort Wayne, IN 46805
219-481-2721
CEO Paul Wilson**

Distinguishing Services

The Park Center chemical addiction program provides outpatient services. Consumers needing detoxification services or residential addiction treatment are referred to Parkview Hospital or Washington House, an addiction treatment facility in Ft. Wayne.

Park Center's Intensive Outpatient Program provides 3 phases of treatment, which are all available during both the day and evening. Consumers in phase 1 of the IOP participate in 3 groups a week for 6 weeks. In addition to 5.5 hours of group education and treatment each week, consumers receive individual counseling every other week. Phase 2 provides 5 weeks of addiction treatment. Consumers continue attending the weekly recovery group that meets for 90 minutes and receive individual counseling every other week. During Phase 2, consumers also attend a weekly specialty group that meets for 90 minutes. Examples of some of the specialty groups that are offered include a mother's group and a sex offender's group. Phase 3 concludes the IOP and provides 5 weeks of treatment. During Phase 3, consumers continue attending the weekly recovery group that meets for 90 minutes and receive individual counseling every other week.

After completing the three phases of IOP, consumers continue treatment for a year by participating in an aftercare group. The aftercare group meets weekly for 1 hour and uses the Gorski Relapse Prevention approach.

In addition to outpatient treatment for adults with chemical addictions, Park Center provides treatment for adolescents with substance use problems who are often referred by the court or the Office of Family and Children's Services. A 7 week drug education group meets weekly for 90 minutes and helps adolescents better understand stress, errors in thinking, reasons and consequences for using, and alternative ways to cope.

Addiction and Serious Mental Illness

Park Center offers individual and group treatment for consumers who have both a serious mental illness and an addiction. They have a psychiatrist who is an addictionologist. There is also a specialized group home for those with a dual diagnosis.

Services for Families

Park Center provides education about substance abuse and counseling for interested family members. Family members are encouraged to be involved in treatment.

Relationships with Community Groups

Park Center hosts five 12-step groups, including AA and NA, that meet weekly. Park Center also reports that their staff make frequent referrals to 12 step programs and other self-help groups.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with Park Center can receive services.

Consumer Feedback

Consumer satisfaction surveys are conducted through telephone calls to consumers who received services the previous year. Survey data are reviewed by the department managers and the Quality Improvement department.

Treatment Teams

The addiction team consists of a physician, manager, qualified mental health provider, two therapists, four counselors, and four case managers. Each consumer is assigned to an individual staff person who has primary responsibility for providing services. Team meetings are held twice a week to staff cases and have the team assist the primary staff person with client care.

Porter Starke Services
601 Wall Street
Valparaiso, IN 46383
219-531-3500
CEO David Lomaka

Distinguishing Services

Porter-Starke Services offers an 8 week Intensive Outpatient Program in Valparaiso and Knox. IOP groups are available both during the day and evening. IOP groups meet 4 times a week for 12 hours. Porter-Starke Services also offers weekly specialty groups that focus on such issues as grief and loss and anger management. When consumers complete IOP treatment, they continue treatment in the Aftercare program. The Aftercare group meets one evening a week for 2 hours. Consumers complete a minimum of 8 weeks of Aftercare treatment.

For women who are recovering from addiction, Porter-Starke Services provides transitional housing in Valparaiso. The typical length of stay in this supervised halfway house is 6 months. Women participate in IOP and Aftercare treatment at Porter-Starke Services while living in this halfway house.

Porter-Starke Services also provides an intensive addiction treatment program for men and women in the Porter County jail. Addiction groups meet 12 hours a week for 6 weeks.

An 8 week adolescent Intensive Outpatient Program is available in both Porter and Starke Counties. The adolescent IOP meets for 3 hours 3 times a week. When adolescents have completed their IOP treatment, they continue treatment for another 8 weeks in the Aftercare program. The adolescent Aftercare group meets weekly for 2 hours.

Addiction and Serious Mental Illness

The mental health day treatment program offers specialized services for consumers with both a serious mental illness and an addiction. A group for those with both diagnoses met weekly for 3 months and will be offered periodically as needed by consumers with SMI. A circle of friends support group is also offered for those with both diagnoses.

Services for Families

The adult and adolescent Intensive Outpatient Programs have family meetings every Saturday. Families of adolescents are required to attend, and adult consumers in the IOP must have either a family member or a sponsor attend the family program.

Relationships with Community Groups

Porter Starke staff report that they often refer clients to 12-step groups in the community and provide meeting space in their Valparaiso office for a consumer-led addiction support group.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist who is not affiliated with Porter Starke can receive all addiction services that Porter Starke offers.

Consumer Feedback

Porter Starke distributes the Mental Health Corporation of America's consumer satisfaction survey four times a year to every client who is receiving services. The CEO and the executive team review survey responses and report to the Board of Directors quarterly. Last year in response to client feedback, Porter-Starke Services began to put a copy of the consumer's treatment plan in a file at the center so that each consumer has easy access to their own treatment plan.

Treatment Teams

The Porter Starke treatment team is led by the psychiatrist and includes 2 master's level social workers who are certified in addictions, 3 bachelor's level counselors who are certified in addictions, and 1 certified addictions counselor.

**Quinco Behavioral Health Systems
1455 N. National Road
Columbus, IN 47201
812-379-2341
CEO Dr. Robert Williams**

Distinguishing Services

Quinco provides early intervention for chemical dependency or abuse through their *Alternatives to Addiction* program. This program meets for 2 hours 2 evenings a week. Clients are expected to complete 8 weeks of ATA treatment, which focuses on substance abuse education and building skills for coping with stress without using drugs.

Quinco offers an Intensive Outpatient Program in Columbus and Greensburg. The IOP meets for 3 hours a day 4 days a week, and most clients attend the IOP for 8 weeks. IOP treatment is offered during the day and evening to increase access for consumers with an addiction.

Aftercare treatment provides supportive care for those who have completed the IOP. Aftercare groups meet twice a week for 2 hours in either the daytime or evening and assist recovering clients in managing their day-to-day living problems and maintaining sobriety.

Quinco offers a Women's Recovery group for women who have completed the IOP. This aftercare group meets weekly, and women are encouraged to remain in the Women's Recovery group until their recovery is well-established.

Traditional outpatient therapy is available for individuals with addictions at most Quinco offices.

Non-Affiliated Psychiatrist

Consumers whose psychiatrist is not affiliated with Quinco can receive any of Quinco's addiction services. Quinco staff coordinate the consumer's treatment with the outside psychiatrist.

Addictions and Serious Mental Illness

Quinco offers at least one group every week in each of the 6 counties for persons with both a serious mental illness and an addiction. In Columbus, there is an evening intensive outpatient program for persons with both diagnoses and transportation is available for consumers who live outside Columbus.

Services for Families of Consumers

When the consumer wants family members involved in planning their treatment or participating in the treatment process, Quinco includes them.

Families of consumers who are receiving IOP treatment are invited to attend a group two evenings a week for education about chemical dependency. Families are also encouraged to become actively involved in a community 12 step group.

Consumer Feedback

Quinco distributes the MHCA consumer satisfaction survey annually. Survey results are compared to the prior year, and they are used to set goals for improving services. Quinco also regularly gathers feedback from consumers in the Intensive Outpatient Program. Consumer feedback last year led Quinco to increase weekend and evening services. Sound barriers were also added to the Jennings offices to improve privacy, because of consumer concerns about confidentiality.

Treatment Teams

Quinco staff are not organized into teams, but addictions staff and the psychiatrist do meet together to discuss cases and plan treatment. Consumers often attend these case conferences.

**Recovery Associates, Inc.
2940 Jefferson St.
Terre Haute, IN 47802
812-232-5272
CEO John G. Morey**

Distinguishing Services

Fellowship House provides transitional residential services for men and women with chemical addictions. Consumers have the opportunity to maintain their jobs and other contacts in the day-to-day world, while having a structured living environment to support sobriety. Up to 12 consumers can live at Fellowship House while receiving outpatient addiction treatment. Case management and individual therapy are also available for individual residents.

The primary treatment for residents of Fellowship House is a 10 week Intensive Outpatient Program that is called "Discover Recovery." The IOP group meets 2 evenings a week for 3 ½ hours per evening. Consumers also receive weekly individual counseling as part of the IOP. After a consumer completes the 10 week IOP, he or she attends 12 weeks of continued care group meetings. Continued care meetings occur once a week.

A relapse prevention group meets once a week for 2 hours, and consumers attend the relapse prevention group after completing IOP and continued care treatment. They are required to attend the weekly relapse prevention group as long as they are residents at Fellowship House and are welcome to continue attending after leaving Fellowship House.

Addictions and Serious Mental Illness

Fellowship House does not provide treatment for those with both an addiction and a serious mental illness.

Services for Families of Consumers

Families are encouraged to attend the Intensive Outpatient Program for the family night program. The first part of the evening is a lecture and consumers and families attend together. During the second part of the evening, consumers and family members participate in separate groups.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist who is not affiliated with Fellowship House may still receive the addiction services that are offered.

Consumer Feedback

No information was provided about any procedures for obtaining feedback on consumer satisfaction with their services.

Treatment Teams

Treatment is provided by the director and a counselor. They meet weekly with Fellowship House staff to discuss cases.

**St. Joseph Hospital & Health Center
Behavioral Services
1907 West Sycamore
Kokomo, IN 46901
765-456-5902
Director Kathleen Korbela**

Distinguishing Services

St. Joseph Behavioral Services department provides the full continuum of chemical dependency treatment. Because Behavioral Services is part of St. Joseph Hospital, patients can also receive medical care for both physical health and mental health problems.

Inpatient detox usually involves a 3 day stay. The partial hospitalization program provides day treatment for those patients who need intensive treatment every day, but do not require inpatient or residential care. Day treatment offers 8 hours of daily group therapy and addictions education.

The Intensive Outpatient Program involves 3 hours of treatment three times a week for 5-7 weeks. An IOP is offered both in the morning and evening and provides education about chemical dependency as well as group therapy to process clients' addictions' issues. After completing the IOP, clients are expected to attend a Continuing Care group once a week for a year to help them support their recovery. IOP and Continuing Care groups are also offered in Marion and Logansport.

A relapse prevention group meets weekly for 90 minutes and lasts for 10 weeks.

The C.A.S.E. Program provides Level II drug education for first time offenders on Saturday morning. A St. Joseph's therapist goes to the Logansport jail to provide treatment for inmates with substance abuse problems.

St. Joseph's also offers traditional outpatient counseling for individuals with substance abuse problems. An Anger Management outpatient group meets weekly for 10 weeks to help clients find effective ways to manage and express their anger.

Non-Affiliated Psychiatrist

Consumers whose psychiatrist is not affiliated with St. Joseph can receive any of St. Joseph's addiction services. St. Joseph staff coordinate the consumer's treatment with the outside psychiatrist.

Addictions and Serious Mental Illness

Because St. Joseph Behavioral Services provides mental health treatment as well as addictions' treatment, consumers with both diagnoses receive treatment for both conditions simultaneously. St. Joseph Behavioral Services' staff believe that an addiction can't be effectively treated without simultaneously treating the mental health problem. Treatment for those who are dually diagnosed focuses on providing education about both the addiction and the mental health problem as well as learning effective coping skills for both conditions. Medications to appropriately treat their mental illness and facilitate their recovery are carefully managed throughout their treatment.

Services for Families

Conjoint family therapy is provided for the families of clients to help them with relationship problems or to address another user in the home. Individual families also are educated about the disease of addiction, the process of recovery, and healthy ways to support their loved one.

Relationships with Community Groups

Several 12-step groups, including AA, NA, OA, AlAnon, and Co-dependency meet at St. Joseph's.

Consumer Feedback

When the client is discharged from inpatient treatment, each receives the Press-Ganey consumer satisfaction survey. One week each quarter, the survey is offered to all consumers receiving outpatient services. Survey results are reviewed by the performance improvement team and shared with staff. Efforts are made to respond to repeated concerns expressed by patients. Due to patient feedback, St. Joseph's Behavioral Services decreased the time spent in the outpatient waiting room and strengthened their activity therapy services.

Treatment Teams

Clinical staff for the inpatient and partial hospitalization program meet daily to review the care of patients. The IOP staff meets with the psychiatrist weekly to staff cases. Both teams involve professional staff from several disciplines.

St. Vincent Hospital & Health Care Centers
2001 W. 86th Street
Indianapolis, IN 46260
317-338-4600
CEO Marsha Casey

Distinguishing Services

St. Vincent's provides the full continuum of care for persons with addictions. Not only are consumers able to obtain all addictions services from St. Vincent's, they can also get all of their physical health needs met through the primary care clinic at St. Vincent Hospital. Thus, consumers are assured of continuity of care within ONE system.

St. Vincent's offers 3 separate programs that provide the full continuum of care for consumers with addictions. Treatment under the Hoosier Assurance Plan (HAP) provides 1) traditional chemical dependency treatment and 2) relapse prevention treatment. Consumers receiving HAP funding can receive St. Vincent's dual diagnosis treatment only when the serious mental illness is diagnosed after addiction treatment began.

Inpatient detox services are provided at the St. Vincent Stress Center. Following detox, partial hospitalization provides daily treatment while many consumers reside in St. Vincent's transitional housing. Transitional housing provides a home for up to a year after detox to help consumers with an addiction leave an unhealthy living environment and establish their recovery successfully. Housing is essential for many clients because they were homeless when they began treatment.

An Intensive Outpatient Program is provided at St. Vincent facilities on the South and West sides of Indianapolis as well as their main Northside location. IOP groups are offered in both the day and evening and meet 3-4 times per week.

The Relapse Prevention program provides the full continuum of care using the Gorski model to address the triggers that led to the breakdown in recovery. Often this leads the consumer to mental health oriented services which St. Vincent's can provide and thus help consumers resume recovery.

For adolescents with substance use problems, a chemical dependency partial hospitalization program and intensive outpatient program are available.

Services for Families

St. Vincent's involves families "when we have a family to work with" but reported that many addictions' clients don't have contact with their families any more. Families are involved in treatment only with the client's signed consent, and the client is involved in identifying issues to address in family treatment.

A family group offers education about chemical addictions and support for families. Staff lead the family group in discussing the effects of addiction, enabling actions that contribute to the addiction, and developing skills to support their loved one's recovery.

St. Vincent's conducts a therapy group for grandparents who are raising their grandchildren because the parent's addictive behaviors led to abandonment or neglect of the children.

Non-Affiliated Psychiatrist

Inpatient and intensive outpatient treatment is under the direction of St. Vincent's medical director. If a client is under the care of a psychiatrist that is not affiliated with St. Vincent's, the St. Vincent psychiatrist would work with the outside psychiatrist. The outside psychiatrist could attend their patient's staffing

Relationships with Community Groups

AA and NA meet at St Vincent's, and consumers are also encouraged to attend 12 step meetings in the community. They also refer clients to the "Overspenders" group offered by Consumer Credit Counseling and the prayer support group for addicts that Eastern Star Church provides.

Consumer Feedback

When the client is discharged from treatment, they receive the Press-Ganey consumer satisfaction survey. Survey results are reviewed quarterly by staff and changes are made as appropriate.

**The Salvation Army
Harbor Light Center
927 N. Pennsylvania St
Indianapolis, IN 46204
317-639-4118
CEO Jack Getz**

Distinguishing Services

The Harbor Light Center provides an array of services for men and women who have chemical addictions. Medically supervised detox is provided at the Harbor Light residential facility. Following detox, consumers continue addiction treatment in the 14 day residential treatment program. Other clients with chronic addictions also receive residential treatment which includes education, group therapy, and 12 step meetings from 8 am to 9 PM 7 days a week.

Harbor Light offers supervised transitional housing for 90 days and apartments where homeless men can live independently for 2 years. Clients residing in the transitional housing and apartment units are involved in treatment to help them achieve greater stability in their recovery.

Harbor Light provides an array of outpatient services for those consumers who can manage their recovery without overnight care. Through the day treatment program clients are involved with the clients in the residential treatment program in group therapy and drug education 5 days per week.

In addition to day treatment, Harbor Light provides 3 levels of outpatient treatment. Level I provides an 8 week drug education program. The Level I groups meet for 6-9 hours per week and include education about the disease of addiction and coping skills for recovery from addiction.

Following completion of residential or day treatment, most consumers continue treatment in the Level II outpatient group. Separate therapeutic groups for men and women meet for 2.5 hours twice a week in both the day and evening. Following completion of the Level II outpatient group, consumers continue treatment in the 16 week Aftercare program. This group meets weekly for 1.5 hours and focuses on relapse prevention.

Outpatient counseling for individuals, families, and groups is also available.

Addictions and Serious Mental Illness

The Harbor Light Center does not provide treatment for those with both an addiction and a serious mental illness. Consumers with both diagnoses are referred to a mental health provider.

Services for Families of Consumers

Family members who want to be involved with the consumer during the intake and assessment process are included as long as the client agrees. Family members with an addiction will not be permitted to be involved.

Harbor Light staff want to include families more in the treatment process because they want to address the family as a system and not just the person with the addiction.

A weekly family group provides education about addiction as a disease and information about the effects of addiction on the family. Families are also referred to community AlAnon groups.

Relationships with Community Groups

AA and NA meet weekly at the Harbor Light Center. Harbor Light staff make addiction presentations at the Marion County jail and to community corrections' programs.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist that is not affiliated with Harbor Light can receive any addiction service that is offered.

Consumer Feedback

Harbor Light gives consumers a satisfaction survey to complete at least once during their treatment and when they are being discharged from treatment. The clinical director receives the survey results and the feedback is used to aid in making quality improvements. An example of a change that Harbor Light made due to consumer feedback was to divide the level II therapeutic process group into separate groups for men and women.

Treatment Teams

A multidisciplinary staff meeting is held twice a week to staff cases and plan treatment. Each client has a primary clinician that presents the case to the staff and receives treatment suggestions.

**Samaritan Center
Knox County Hospital
515 Bayou Street
Vincennes, IN 47591
812-886-6800
CEO Dr. James Koontz**

Distinguishing Services

Samaritan Center provides a full range of services to consumers with chemical addictions. Consumers needing detoxification are treated on the inpatient unit at Good Samaritan Hospital, where the length of stay is based on the individual consumer's need.

Samaritan Center offers an 8 hour educational program for first time offenders who are charged with driving while intoxicated. This educational program is offered both during the day and evening.

An Intensive Outpatient Program provides 6 weeks of intensive treatment for addiction. The IOP meets 3 evenings a week for three hours each evening.

The aftercare program meets weekly for an hour and a half. Consumers typically continue in the aftercare group for 6 weeks following completion of the IOP.

Samaritan also offers a relapse prevention group that meets one night a week for an hour and a half. Consumers usually complete 8 weeks of relapse prevention treatment.

Adolescents with drug problems are served at Samaritan Center through an 8 hour educational group, which focuses on decision making and responsibility. Youth are referred to this educational program by school personnel or parents. This drug education program is available at all Samaritan offices.

Addiction and Serious Mental Illness

No programs are offered to simultaneously treat both a serious mental illness and an addiction. However, consumers with both diagnoses may participate in SMI programs and chemical dependency programs at the same time. Services to consumers are individualized.

Services for Families

The IOP program has a family night one evening a week throughout the 6 week treatment program. Families are also invited to attend the aftercare program along with their loved ones who are consumers in the program. Family counseling is offered to families at all Samaritan offices.

Relationships with Community Groups

An AA group meets weekly at the Samaritan Center, and AA members periodically offer an educational 12-step meeting at the center.

Samaritan reports that their staff meet regularly with the head of the court referral program and other referral sources. They also report that they refer consumers and family members to AA, AlAnon, and other self-help programs.

Non-Affiliated Psychiatrist

Consumers can receive Samaritan Center's services while under the care of a psychiatrist who is not affiliated with Samaritan Center.

Consumer Feedback

The "Client Writes" consumer satisfaction survey is mailed to consumers after they are discharged from detox treatment. Outpatient consumers receive the Client Writes' survey quarterly. Survey results are reviewed by department directors and the Performance Improvement Committee.

Treatment Teams

The chemical dependency staff consists of four people, who meet weekly with a psychiatrist to staff cases and review treatment plans.

Southern Hills Counseling Center
480 Eversman Drive
Jasper, IN 47547-0769
812-482-3020
CEO Don Aronoff

Distinguishing Services

Southern Hills provides outpatient addiction education and treatment. Southern Hills works with 4 of the 5 the local courts to provide addiction services at an affordable rate. After referral, all consumers are provided with an assessment. Those who are first-time substance abuse offenders attend an education program that meets for 1½ to 2 hours for 4 sessions. Second-time offenders attend a more intensive substance abuse program for 8 sessions. Treatment groups support the 12 step approach to recovery.

If detoxification services are needed, Southern Hills staff place consumers in a 2 – 5 day inpatient detoxification program at Jasper Memorial Hospital's Behavioral Health Unit.

Addictions and Serious Mental Illness

Clients with both an addiction and a serious mental illness are treated through an individualized treatment plan that is designed to meet the client's addiction and mental health needs. No group or specific program to treat those with this dual diagnosis is offered by Southern Hills.

Services for Families of Consumers

Southern Hills reported that they always ask for family or significant other involvement during the assessment process for a substance abuse client. Partners or significant others are invited to participate with the client in treatment.

Relationships with Community Groups

AA and NA groups meet at the Southern Hills Counseling Center.

Non-Affiliated Psychiatrist

Southern Hills does not normally provide services to consumers who are under the care of a psychiatrist that is not affiliated with Southern Hills. Treatment involves a constellation of services that must be integrated. Such integration requires the active participation of the psychiatrist, which usually does not occur with an outside psychiatrist.

Consumer Feedback

One month each year all consumers who receive services are given a satisfaction survey to complete. In addition to this annual survey, 15 percent of consumers who have completed treatment are contacted by telephone and asked the survey questions. Consumer satisfaction data is also solicited by telephone from 15 percent of those persons who have called the after hours emergency line. Survey data are reviewed by the clinic managers, the program director, and the CEO. Consumer feedback led them to add signs in the waiting room advising people who have been waiting more than 10 minutes to inform the receptionist.

Treatment Teams

Southern Hills has divided staff into three geographical units. Each unit has a Diagnostic Staffing and Treatment Review meeting once a week that is led by the psychiatrist.

Southlake Center for Mental Health
8555 Taft Street
Merrillville, IN 46410
219-769-4005
CEO Lee Strawhun

Distinguishing Services

Southlake is one of a few providers that offers the full continuum of treatment for consumers with an addiction, including those persons who have both an addiction and a serious mental illness.

Southlake has 3 beds for consumers needing inpatient detox treatment services. Southlake also has a 13 bed unit that provides residential treatment for those patients with an addiction who need 24 hour medical care. Residential treatment provides group therapy and drug education groups throughout the day and evening. Patients typically receive 2 – 3 weeks of residential treatment before moving to less intensive outpatient treatment.

The Intensive Outpatient Program provides treatment 7 days a week for 6 hours a day. Southlake reports that offering treatment 7 days a week provides a good alternative to inpatient addictions treatment. IOP treatment lasts for 3 weeks and involves the families in treatment 2 nights a week during the 3 weeks that the addict is involved in IOP.

After completing the IOP, consumers continue in an Aftercare group which focuses on relapse prevention.

Addictions and Serious Mental Illness

For consumers in the Partial Hospitalization Program who have an addiction and a serious mental illness, Southlake offers a group that meets once a week. It is designed to address the needs of those with both an addiction and a serious mental illness. Consumers may continue to attend this group after they finish the Partial program. Inpatient stays have decreased for consumers in this group.

Services for Families of Consumers

Families are strongly encouraged to attend the family night programs that are conducted twice a week. For clients with no available family members, they may invite their sponsor to participate in the family night programs. The Family Night Program is a process group that addresses the needs of families by discussing addictions' topics, such as disease, enabling, family roles, 12 steps, and so forth. Families are also referred to 12 step groups.

Relationships with Community Groups

Several 12-step groups, including AA, NA, GA, OA, and AlAnon, meet at Southlake.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist that is not affiliated with Southlake can receive any addiction service that Southlake offers.

Consumer Feedback

At discharge from the inpatient unit, the "Client Writes" survey is distributed. All other consumers receive the survey once every six months for each service that they use. Surveys are completed anonymously and returned on site. Management meetings review the consumer feedback and address the issues identified in the consumer surveys. Due to consumer feedback that they were not involved enough in treatment planning, a client self-rating form was developed to engage clients in evaluating their progress on each treatment goal and determining what goals to pursue.

Treatment Teams

Annual treatment planning and 60 day reviews of all clients are completed at staffing conducted by Southlake psychiatrists.

**Southwestern Indiana
Mental Health Center, Inc.
415 Mulberry Street
Evansville, IN 47713
812-423-7791
CEO John Browning**

Distinguishing Services

Southwestern Mental Health Center offers a continuum of services for consumers with addictions. They provide inpatient detoxification for consumers who do not need medical supervision for their withdrawal. For patients needing medically supervised detoxification, Southwestern refers them to a hospital. Following detox, patients participate in day treatment. The day treatment program provides a full day of treatment 5 days a week to intensively treat the addiction and help the patients establish their recovery.

For those who need housing during their treatment and recovery, Southwestern offers short-term housing for both men and women in a residential facility in Evansville and longer term housing for men in a transitional halfway house.

Southwestern provides 3 levels of substance abuse outpatient treatment. Education about drug use and abuse is offered through an 8 week evening program for those with alcohol related driving offenses. This group meets 3 times each week for 3 hours. The Intensive Outpatient Program provides 8 weeks of group treatment. Consumers participate in an IOP group that meets 3 evenings a week for 3 hours a night. For patients with a chronic history of addiction relapse, Southwestern offers an IOP that focuses on relapse prevention. This 8 week treatment group meets for 3 hours 3 evenings a week.

Southwestern also offers drug education groups for parents. Fathers who are first time drug offenders attend a weekly meeting for 10 weeks. Single mothers attend an ongoing educational group twice a week to learn about parenting and relapse prevention.

Southwestern offers outpatient groups for adolescents with chemical dependency or substance abuse problems. Adolescent groups meet twice a week, in 90 minute sessions, for up to 12 weeks.

Non-Affiliated Psychiatrist

Services are available to consumers who are under the care of a psychiatrist who is not affiliated with Southwestern.

Addiction and Serious Mental Illness

A weekly mental illness/chemical addiction group is conducted within the day treatment program for patients who have both a serious mental illness and an addiction. The group is co-facilitated by an addictions staff person.

Services for Families

Families are encouraged to attend the weekly family night that is part of the Intensive Outpatient Program.

Consumer Feedback

Once a year brief satisfaction surveys are distributed to patients through the program(s) in which they participated. Results from this survey are reviewed by the Associate Director of Community Support. Feedback is also collected from a sample of new patients through a survey that is distributed one month after treatment began. In response to patient feedback, staff now wear name tags and some social activities were added for consumers.

Treatment Teams

Southwestern has a multidisciplinary team, consisting of a physician, RN, social workers, case managers, and technicians. The team meets weekly to review cases.

**Swanson Center
450 St. John Road – Suite 501
Michigan City, IN 46360
219-879-4621
CEO Jane Strzelecki**

Distinguishing Services

Level I addictions treatment provides 6 educational group sessions for those whose substance use has typically involved some legal violation, such as DUI, that led the court to order them to be evaluated for an addiction and receive education about addictions.

Level II provides treatment for those consumers with more serious abuse and chemical dependency issues. Level II treatment involves 12 structured sessions to change the consumer's lifestyle, teach stress management, and prevent relapse.

Swanson offers an Intensive Outpatient Program that provides 3 hours per day of structured group treatment for 4 days per week.

Pathways provides residential treatment for mothers, including pregnant mothers, who have been using cocaine. The mothers and their children reside at Pathways, and the mothers participate in the IOP. Swanson works with the courts to keep these mothers out of jail and partners with the Office of Family and Children to help these mothers move into the workforce.

Swanson provides individual and group treatment to recovering addicts who are living at the federal halfway house.

Because so many people with chemical addictions are homeless or almost homeless, they need many case management services, not just treatment groups, to get connected with community resources.

Addictions and Serious Mental Illness

Swanson addictions staff believe that many people with an addiction also have a serious mental illness, although some have not been diagnosed with SMI. Swanson offers a weekly group for consumers with both a serious mental illness and an addiction. The group meets for two hours and uses a structured educational approach.

Services for Families of Consumers

Swanson encourages families to be involved because they see addiction as a family disease. Swanson offers a family education group that meets once a month. Staff provide information at these meetings to help families understand addiction, get beyond anger and denial, and learn healthy ways to help the addict.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist that is not affiliated with the Swanson Center can receive any services that are offered. Staff seek to work closely with the outside psychiatrist.

Consumer Feedback

Consumers are given the "Client Writes" survey each quarter and asked to complete it. Survey data are reviewed by the CEO and the Quality Improvement staff group, and they use the feedback to make program improvements. Last year, consumer feedback seeking more involvement in making the treatment plan led Swanson to begin a practice of having staff document consumer involvement and having consumers sign their treatment plan.

Treatment Teams

Staff meet with the psychiatrist to staff cases once a week. Swanson views their teamwork across program areas as a strength.

Tara Treatment Center
6231 South U.S. 31
Franklin, IN 46131
812-526-2611
CEO Ann Daugherty

Distinguishing Services

Tara provides an array of services for men and women who have chemical addictions. Medically supervised detox is provided at Tara's residential facility. Inpatient residential treatment is provided for men at Tara's facility in Franklin and for women at Tara's facility in Nineveh. During their inpatient treatment, consumers receive group and individual therapy as well as addictions education.

Tara also offers a special service for chemically dependent pregnant women and mothers with young children. The women's treatment program helps these mothers achieve recovery, reduce harm to their unborn children, and develop vocational and parenting skills.

Tara's halfway house provides transitional housing and treatment to help clients achieve greater stability in their recovery before returning to their home communities. Clients residing in the halfway house are often employed and continue participating in group and individual therapy to strengthen their recovery.

Tara also offers 2 supportive living apartments in Franklin where clients live while working and participating in outpatient counseling.

Outpatient counseling for individuals and groups is offered at Tara's facilities in Columbus, Franklin, Greenwood, and Rushville.

Addictions and Serious Mental Illness

Tara's treatment approach begins with detox when needed. However, for a client with a serious mental illness, Tara does continue the medication(s) to treat the mental illness while proceeding with detox treatment. Those clients with an addiction and a serious mental illness will receive medical care, including medication management for their mental illness, throughout their addiction treatment at Tara.

Services for Families of Consumers

Family members and others who are significantly involved with the clients are encouraged to attend educational sessions that are offered one evening a week. These family programs provide information about addictive behavior, communication and problem-solving skills, family roles, co-dependency, and the process of recovery. During the family group, a children's program is also provided to assist children in learning to express their feelings and gain information about harmful effects of drugs and alcohol for children.

Tara reports that they seek to engage the partners of their clients in couple's treatment because many are in relationships with other addicts. Thus it is particularly important to involve substance abusing partners in treatment to help Tara's clients achieve and maintain recovery. This approach of seeking to involve the partners in couple's treatment contrasts with the treatment approach of having clients stay away from substance abusing relatives and friends.

Relationships with Community Groups

AA and NA meet daily at Tara.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist that is not affiliated with Tara can receive any addiction service that Tara offers.

Consumer Feedback

Tara gives all clients a satisfaction survey to complete when they are discharged from treatment. They also do follow-up surveys with their alumni 6 and 12 months after they completed treatment to obtain ratings of the effectiveness of the treatment they received at Tara. All staff receives survey results and the management team uses the feedback to make program improvements. An example of a change that Tara made due to consumer feedback was to recruit and hire 2 African American staff members.

Treatment Teams

The nurses, physician, psychologist, social workers, and addiction counselors meet weekly to review each client receiving inpatient or residential services. Outpatients are reviewed monthly.

Tri-City Community Mental Health Center
3903 Indianapolis Boulevard
East Chicago, IN 46312
219-398-7050
CEO Robert Krumwied

Distinguishing Services

Tri-City provides detox services for consumers from all providers in the Geminus network. Detox treatment typically involves a 3-5 day stay.

Residential care is available for brief stays until other housing can be arranged. Consumers in residential care usually have no family available to care for them and have completed multiple outpatient treatments.

The Intensive Outpatient Program provides group treatment 3 hours a day for 4 days a week for those consumers with family support. The IOP groups focus on relapse prevention. Childcare is provided and each consumer is expected to gain a sponsor during treatment. An IOP group is offered in Spanish, and an IOP group for women addresses issues of abuse, sexual victimization, and co-dependency as well as parenting and relapse prevention.

Traditional outpatient addictions treatment is offered to individuals, families, and groups, including weekly substance abuse groups that meet for 90 minutes and focus on education, recovery, and relapse prevention. These outpatient groups are offered both during the day and in the evening.

Tri-City has an Alumni group that meets with clients each Sunday to talk about life after addictions treatment.

Non-Affiliated Psychiatrist

Consumers who are being treated by a psychiatrist that is not affiliated with Tri City may still receive addiction services from Tri City. If the consumer is living in a group home, then the Tri City psychiatrist must be the primary psychiatrist.

Addictions and Serious Mental Illness

For consumers with a serious mental illness who need detox, they will complete detox and then be treated by their mental health therapist while they complete the addictions rehab treatment. For continuing treatment of consumers with both a serious mental illness and an addiction, the partial hospitalization program provides 6 hours of weekly services that treat both conditions simultaneously. A group home provides supervised living for consumers with both diagnoses who cannot live independently in the community.

Services for Families of Consumers

Families are encouraged to be involved in the consumer's treatment. A family group meets once a week for family members of those consumers who are receiving detox services. A weekly family group is also offered for families of consumers in the Intensive Outpatient Program. Staff lead these groups in discussing family issues such as communication and co-dependency.

Relationships with Community Groups

AA and NA meet at Tri-City, and consumers are also encouraged to attend 12 step meetings in the community so their recovery does not become dependent on Tri-City.

Consumer Feedback

The "Client Writes" consumer satisfaction survey is distributed twice a year to clients who are receiving services. Results from the Client Writes survey are reviewed by the program directors, executive staff, and the Program and Community Relations Committee of the Board of Directors. As the result of feedback from clients, Tri City now provides regular reports on individual savings accounts to those clients for whom Tri City is the designated payee for their disability payments.

Treatment Teams

The psychiatrist leads a weekly case staffing in which treatment plans are reviewed.

**Volunteers of America
549 Indianapolis Canal Walk
Indianapolis, IN 46202
317-686-5800
CEO Timothy R. Campbell**

Distinguishing Services

VOA primarily provides residential programs for men and women who have chemical addictions. Many VOA clients have little or no income and have been rejected by other providers. VOA has contracts with the Federal Bureau of Prisons, the Indiana Department of Corrections, and Marion County Community Corrections to provide a work release program for offenders with an addiction. VOA assists these offenders to secure a job and remain employed until they complete the Work Release Program.

VOA also provides residential services for homeless veterans and homeless offenders through contracts with the VA and United Way. Hoosier Assurance Plan funding also provides residential services for some consumers.

During their residential treatment, consumers receive group and individual therapy as well as drug education and life skills information. Treatment is available during the day and evenings to make access easier for VOA clients, particularly because the majority of VOA residents work.

VOA believes that a distinctive aspect of their services is the use of both the 12 step approach to recovery for those who accept that they have an addiction and a cognitive behavioral treatment approach for those who do not want to abstain.

VOA provides a pre-treatment group called "Smart Recovery" for those who do not believe that their drug use is an addiction. The Smart Recovery program uses a brief behavioral treatment approach to help clients decrease the risks associated with their drug use and does not require abstinence.

VOA also offers an ongoing support group to help women residents achieve recovery. This group meets weekly for an hour to discuss topics such as the impact of addiction on the family, family roles and rules, and feelings.

VOA offers outpatient counseling, including aftercare treatment that is provided through a contract with Federal Probation.

Addictions and Serious Mental Illness

VOA reports that they treat those with both an addiction and a serious mental illness by matching them with a staff person that has mental health and addiction knowledge. VOA believes that medication helps, not enables, those with a mental illness and has found that those with SMI have often developed an addiction due to self-medicating their SMI.

Services for Families of Consumers

Family members and others who are significantly involved with the clients are encouraged to attend educational sessions that are offered one evening a week for 8 weeks. These family programs provide information to help families understand the disease of addiction and its effects on families. VOA staff also provide information about community resources to help the consumer and family meet their needs.

Relationships with Community Groups

AA and NA groups meet weekly at VOA. Staff also refer family members and others who are involved with the consumer to 12 step groups in the community.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist that is not affiliated with VOA can receive any addiction service that VOA offers.

Consumer Feedback

VOA mails all clients a satisfaction questionnaire to complete 6 months after they are discharged from treatment. The clinical director reviews the survey results. Quarterly and annual reports are used by the executive staff and the VOA board to review programs and plan improvements. An example of a change that VOA made due to consumer feedback was to develop a women's support group.

Treatment Teams

Each client has a VOA case manager. Other VOA addiction staff are involved with the consumer and their family as needed.

**Wabash Valley Hospital
2900 North River Road
West Lafayette IN 47906
765-463-2555
CEO Craig Lysinger**

Distinguishing Services

Wabash Valley offers the full continuum of addiction services plus as a mental health provider, their staff can also assess and treat mental health problems.

Outpatient addiction counseling is available at 6 offices located in Lafayette, Rensselaer, Delphi, Attica, Monticello, and Crawfordsville.

An Intensive Outpatient Program is offered continuously in Lafayette. When there are enough consumers in Rensselaer or Monticello, an IOP is offered at those WVH offices. The IOP group meets 3 hours a day 3 times per week for 5 weeks. After consumers have completed the IOP, they attend a weekly aftercare group for 6 weeks.

Riverside is the WVH addictions day treatment program which provides 3 weeks of daily group treatment while the consumer lives in Home with Hope Annex which provides supervised living.

Case management services are provided by therapists for individual addictions consumers needing advocacy with the criminal justice system or help arranging to get to 12 step meetings or obtain community assistance. Consumers with a dual diagnosis may have a case manager to assist them in developing daily living skills, taking medication, providing transportation to appointments, and so forth.

Inpatient care is available for consumers with an addiction who need 24 hour medical supervision.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with WVH may receive any outpatient service that WVH offers. Inpatient treatment is available to consumers being treated by a Wabash Valley psychiatrist or to consumers of non-affiliated staff who are willing to work with the WVH treatment team.

Serious Mental Illness and Addictions

Consumers with SMI are assessed for addiction. Treatment focuses on the primary diagnosis and treats the most serious need first, i.e. psychotic symptoms or detox. If a consumer with SMI as the primary diagnosis needs treatment for substance abuse, he or she may be referred to the Wabash Valley addictions program for treatment. A WVH case manager may also provide services for consumers with a dual diagnosis to help them secure community resources for their recovery.

Services for Families of Consumers

The day treatment program provides a half-day family education session each week during the consumer's 3 weeks of treatment. These family sessions focus on family roles, the impact of addiction on family functioning, and the family's role in preventing relapse. Each week, the day treatment program also offers a family night that includes drug education and an AlAnon meeting.

Family therapy is also available for any individual consumer and her or his family.

Relationships with Community Groups

AA, NA, and AlAnon meet at a Wabash Valley Hospital facility.

Consumer Feedback

At discharge from the inpatient unit, each person completes the hospital's survey of patient satisfaction or the Mental Health Corporation of America's satisfaction survey. All other consumers are randomly sampled and receive a mailed MHCA survey to complete. Consumer feedback is widely shared among staff and is reviewed by the Quality Improvement Committee, which uses it in their annual planning process. Excerpts of the findings from the MHCA survey are also published in the "QI Quickies."

Treatment Teams

The day treatment team includes nursing, chaplain, psychologist, dietician, and activity therapy, and the medical director leads the weekly case staffing. Outpatient staffing typically involve all clinical disciplines at the location.

**Washington House
2720 Culbertson Street
Fort Wayne, IN 46802
219-432-8684
CEO Patricia Owen**

Distinguishing Services

Washington House provides an array of both residential and outpatient services for men and women who have chemical addictions. Medically supervised detox is provided at their residential facility. Following 3-7 days of detox, most clients continue in residential treatment for 10-21 days. During their residential treatment, consumers receive 10-12 hours per day of group and individual therapy as well as addictions education. For those consumers who can manage their recovery without overnight care, WH offers a day treatment program 5 days per week. These clients are involved with the clients in the residential program in group therapy and drug education.

Washington House also offers a residential 'work host' program for chemically dependent offenders. They reside at WH for 90-180 days and go out to work plus participate in some treatment activities to achieve stability in their recovery before being released. Safe Haven also provides residential care after detox for those who need a place to live while beginning their recovery.

WH has a 'women's track' which seeks to support women in firmly establishing their recovery by providing longer residential treatment and at least a year of aftercare treatment.

WH provides 3 levels of outpatient treatment. The drug education program provides information about drug use and abuse. The drug education group meets for 2.5 hours twice a week. An Intensive Outpatient Program provides group treatment and the IOP group meets for 3 hours 3 times a week. After completing the IOP, consumers participate in a weekly continuing care group that meets for 90 minutes.

WH offers a Relapse group that meets weekly to assist clients in re-establishing their recovery. WH also offers a weekly treatment group for cocaine users and separate groups for men and women that meet 2-3 times a week.

The Blitz Program provides a weekend of intense drug education for first time DUI offenders.

Addictions and Serious Mental Illness

WH does not treat clients with an addiction and a serious mental illness unless the mental illness is stabilized by medication. Clients with a dual diagnosis who need mental health treatment are referred to Park Center.

Services for Families of Consumers

WH counselors make contact with families and encourage them to be involved. Counselors also involve clients in setting goals for building family ties.

WH offers a 90 minute family group on Sunday afternoons. Staff provide this family group with drug education and therapy, and outpatient clients must have family involved at least once in this group. A monthly family group is also offered in the evening that focuses on educating families about addiction.

Relationships with Community Groups

An AA group meets 4 times a week at WH, and a NA group meets weekly at WH. A WH alumni group also meets one evening a week and is led by the group members.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist that is not affiliated with Washington House must be medically stable to receive WH addiction services. The WH physician coordinates detox treatment with the outside psychiatrist.

Consumer Feedback

WH gives all clients a satisfaction survey to complete when they are discharged from treatment. They also do follow-up telephone calls with their alumni 30, 60, and 365 days after they completed treatment to get feedback on their satisfaction with the services they received at WH. Survey results are reviewed by the program directors, the management team and the board and actions are taken to correct any problem areas. WH started the Safe Haven program due to consumer feedback that they needed a place to live until they could get into a halfway house.

Treatment Teams

WH staff meet weekly to review treatment plans for individual clients.

<p style="text-align: center;">YWCA Of St Joseph County 802 North Lafayette Boulevard South Bend, IN 46601 219-233-9491 Executive Director Linda Baechle</p> <p>Distinguishing Services</p> <p>The YWCA offers outpatient treatment, case management, and residential care for women with addictions. They refer women who need chemical detoxification to the Madison Center.</p> <p>An Intensive Outpatient Program that uses the 12-step approach is offered during both the day and evening. The evening IOP group meets 3 times a week for 2 hours. The morning IOP meets for 90 minutes 4 days a week and for an hour on Friday. Consumers complete 6-8 weeks of IOP. The morning IOP also includes an hour of drug education 4 times a week. Women who have completed the IOP attend a weekly Aftercare group for a year. The Aftercare group meets for 90 minutes.</p> <p>Most clients in IOP need residential services and receive housing at the YWCA during their IOP treatment. Some women continue to live at the YWCA after completing the IOP and pay rent for their transitional housing after their IOP treatment ends.</p> <p>During the Intensive Outpatient Program, the case manager helps women prepare for job interviews and secure employment.</p> <p>Addiction and Serious Mental Illness</p> <p>The YWCA believes that consumers with both a serious mental illness and an addiction should be treated for both conditions simultaneously. However, the YWCA does not treat mental illness, so consumers with serious mental illness only participate in the YWCA addiction treatment if their mental illness is stable due to medication. Those consumers needing mental health treatment are referred to a mental health provider, such as the Madison Center.</p>	<p>Services for Families</p> <p>Because many women are in the YWCA shelter due to domestic violence when they begin IOP addiction treatment, family contact is often not allowed due to safety concerns. Family counseling is offered for supportive family members to help them learn to support the consumer's recovery rather than enable her addiction. The addiction counselor also encourages supportive relatives to attend AlAnon and Tough Love groups.</p> <p>Relationships with Community Groups</p> <p>Both AA and NA 12-step groups meet at the YWCA. The YWCA staff reports that they also refer women to 12-step groups in the community.</p> <p>Non-Affiliated Psychiatrist</p> <p>The YWCA does not have a contract with a psychiatrist, so any consumer in the addiction program that is receiving psychiatric care is treated by a psychiatrist who is not affiliated with the YWCA.</p> <p>Consumer Feedback</p> <p>Most consumers receive a satisfaction survey when they are discharged from treatment. Survey responses are reviewed by the YWCA Executive Director. Consumer feedback led them to add biweekly resident meetings so residents can resolve problems as they arise.</p> <p>Treatment Teams</p> <p>The addiction case manager and counselor meet weekly to staff cases.</p>
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